

| Questions | Agency One | Agency Two | Noval SeniorCare |
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| 1. Does the agency provide a <u>free</u> assessment to determine the patient's individual needs? | | | YES -- A Registered Nurse performs a complete assessment either in the hospital or at the patient's home. |
| 2. Does the agency allow family members to participate in the planning/selection process? | | | YES -- Noval Senior Care encourages family participation. |
| 3. Does the agency provide on-going supervision? | | | YES -- Supervision by a Registered Nurse is provided at <u>no additional charge</u> . |
| 4. Who provides the supervision? | | | A Registered Nurse oversees <u>all</u> aspects of the patient's care. |
| 5. What hours are agency personnel available to me? | | | 24 hours a day, 7 days a week. We never close! |
| 6. If I call the agency in the evening or on the weekend, will I get a timely response? | | | Noval's phones are answered 24 hours a day, 7 days a week. Response time is 15 minutes. |
| 7. If my insurance carrier allows it, will the agency bill them directly instead of me? | | | YES -- Noval will verify insurance coverage before the start of services. As a courtesy we bill the insurance carriers, however, the patient is responsible for payment. |
| 8. Are employees screened, reference checked, insured and bonded? | | | YES -- Noval employees are experienced and we conduct an extensive screening process for our client's protection. |
| 9. Are background checks performed on employees? | | | YES -- All checks include a OSBI criminal background check. |
| 10. Will you help me assess the level of care needed in our particular situation and will you help us create a plan? | | | YES -- Personalized service is the cornerstone of Noval SeniorCare and we will work with you to analyze your unique situation and make a plan of care tailored to your individual needs. |
| 11. Is the agency licensed through the Oklahoma State Department of Health? | | | YES -- Noval SeniorCare is licensed through the Oklahoma State Department of Health. |