



John Muir Physician Network

To Whom It May Concern:

As the Lead Case Manager with John Muir Physician's Network, I would like to take this opportunity to highlight our positive experience working with 24Hr HomeCare. Frequently, we find that our patients are in need of support in the home, and, in these circumstances, we provide them with resources in the community. When it comes to providing home care options, we always include 24Hr HomeCare as one of our recommended resources for a variety of reasons.

My relationship started with Danielle Porten, the Director of Admissions in their Walnut Creek location. Danielle gave an introductory presentation to myself and several other case managers that highlighted some of the ways they are unique. A few of my patients have chosen to work with 24Hr HomeCare, and I have experienced firsthand the quality of care they provide their clients. While caring for my patients Danielle would provide me with frequent updates so that I am always aware of how they are doing outside of their physician and home appointments. The communication that 24Hr HomeCare provides coupled with their extreme flexibility with scheduling and ability to respond immediately to patients needs are some of the reasons why they have become one of my top resources.

24Hr HomeCare is very knowledgeable of the ever-changing home care industry, and one of their unique offerings is an educational presentation titled The Changing Climate of Home Care which provides 1 hour of Continuing Education Credit. Alongside their Regional Director of Strategy & Partnerships, Gavin Ward, Danielle presented this to my entire team of Case Managers as well as our Senior Services Social Work team. The information covered not only pertained to how the laws and regulations are changing for home care, but also different funding sources available to our patients, most of which many of us were not aware of. We are often faced with making care recommendations to patients and their loved ones, and we found this information greatly beneficial to our roles within the John Muir Physician's Network. Even the well seasoned case managers found this information to be extremely helpful and valuable.

24Hr HomeCare has been a great resource for me and my Case Management team, and as such, are happy to share our experience working with Danielle and her 24Hr HomeCare colleagues. If you have any questions, please feel free to reach out to me.

Sincerely,

A handwritten signature in cursive script that reads "Gabriella Avina".

Gabriella Avina, RN MSN, MBA, CCM

Lead Case Manager

John Muir Physician's Network