

To Whom It May Concern,

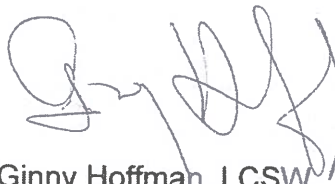
As the Medical Social Work Manager at Kaiser Permanente Santa Clara Medical Center, I frequently encounter members in need of additional care at home. In these situations, I am glad to be able to offer 24Hr HomeCare as an excellent and reliable resource available within the community.

The 24Hr HomeCare Santa Clara team has been instrumental in providing smooth transitions from hospital to home for Kaiser members. With a manager available to meet in the hospital within 2 hours and a caregiver to begin care within 3 hours or less of our request, members are able to discharge in a timely manner. They provide a door-to-door solution that has the potential to improve hospital throughput, reduce length of stay, and allow patients to return home sooner than they may have thought possible.

As a state-licensed home care organization through the CA Department of Social Services, 24Hr HomeCare offers 1-on-1 caregiver support allowing for transitions to a lower level of care. As a low cost, high touch solution, 24Hr HomeCare has been serving both Kaiser members and non-Kaiser patients who are at high risk of readmission. Families do not have to worry about employer responsibilities such as taxes, insurances such as worker's compensation/liability, background checks, etc. since 24Hr HomeCare is licensed with the state. Some entities do not employ the caregivers that are provided which puts the employer responsibilities and costs on the family.

24Hr HomeCare has been a strong resource to the Kaiser Social Work team, and we are grateful for their continued responsiveness and active communication. My team and I definitely view 24Hr HomeCare as a key resource for our patients and look forward to regularly collaborating with them to provide optimal outcomes.

Sincerely,



Ginny Hoffman, LCSW
Medical Social Work Manager
Kaiser Permanente Santa Clara Medical Center