



# PRESBYTERIAN VILLAGE NORTH

A MEMBER OF PRESBYTERIAN COMMUNITIES AND SERVICES

To whom it may concern:

I am writing this letter of reference regarding my experience with 24Hr HomeCare to highlight some of the reasons we choose to include them as a resource to assist our patients post discharge. I am a social worker at Presbyterian Village North and assist patients with their post-acute needs before transitioning home.

As a social worker, one of my main responsibilities is to partner with other health care professionals to ensure our patients transition back home in a safe manner. Often, I find that our patients will need assistance with many activities of daily living such as personal care, transferring/ambulation, meal preparation, medication reminders, and transportation. When I identify that one of our patients may have these needs, we have consistently recommended 24Hr HomeCare for reasons such as their urgent response, flexibility to meet request of our patients, and their overall quality of care.

We recognize when a family is making the choice to hire a professional caregiving agency, it can be an overwhelming process. Brad Gilmore and the team at 24Hr HomeCare will personally come out and meet with every patient educate them on 24Hr HomeCare's services and answer any questions they may have. The team goes through a Customized Care Plan to identify all medical conditions as well as create an extensively detailed care plan. Throughout the meeting, a Caregiver Profile form is also completed which helps the 24Hr HomeCare team hand pick the best caregivers possible. 24Hr HomeCare will also work with the family to identify the most appropriate level of care and the family is able to adjust at any time as needs continue to change.

Thanks to our overall experience with 24Hr HomeCare and the many positive outcomes our patients have had, I would highly recommend their company to patients and other healthcare partners within the community. Please feel free to contact me if you have any questions.

Regards,

**Mackenzie Salazar, LMSW**  
**Social Worker**  
**Presbyterian Village North**

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