



## Information about Outside Providers

We are pleased that you have chosen to receive services at Heritage of Hudson, and we look forward to helping you meet your health care goals. We are responsible for providing services to allow you to attain your highest practicable physical, mental and psychosocial well-being, and we coordinate many of the health services that you receive. For example, we may arrange for you to receive medications through our contracted pharmacy or rehabilitation services through our contracted therapy company.

In addition to the skilled nursing and rehabilitation services that our facility provides and arranges, you may wish to receive services from other medical professionals and providers while you are here. It is the policy of Heritage of Hudson that our residents only receive services from outside providers that are properly licensed and certified under the law, comply with all applicable government rules, and meet our credentialing policies.

Sometimes our residents face terminal diagnoses, and one of the most important services we provide is collaborating with a hospice provider to provide palliative care to those residents. So that we can develop familiarity and good working relationships with the hospices that service our residents. We contract with two hospice agencies to service our facility, Bella Care Hospice and Cleveland Clinic Hospice. In the event you wish to receive services from a non-contracted provider, the Interdisciplinary Team (“IDT”) will assist in arranging for a discharge to an alternative nursing facility that can accommodate your hospice request.

For more information about our policies and procedures regarding outside providers, please contact Pam Oslin at 330-650-0023.

**IMPORTANT: IT IS THE POLICY OF HERITAGE OF HUDSON TO RESPECT RESIDENT CHOICE OF PROVIDER. YOU ARE FREE TO SELECT YOUR OWN PROVIDER, AND YOU WILL NEVER BE RETALIATED AGAINST FOR SELECTING A PARTICULAR PROVIDER.**