



• 100+ years of serving MetroWest & beyond •

March 2, 2016

TO: Case Management/Discharge Planning Department
RE: Patient Choice - Post-Hospital Referral

Dear Colleagues:

Natick VNA is one of only 30 home health care agencies nationwide that now has two 5 Star ratings via "Home Care Compare" - CMS' ranking system for home health care agencies – 5 Stars for our quality outcomes, and 5 Stars for our patient satisfaction levels. And, Natick VNA is one of ONLY two Massachusetts home health agency to have been awarded this level of achievement.

As you develop the Medicare-required list of home health care providers available to your patients, we are requesting that you include the **Natick Visiting Nurse Association (Natick VNA), Inc.** as one of them.

As a Medicare-Medicaid certified, CHAP-accredited home health agency, the Natick VNA offers a wide variety of home health care services for patients leaving your hospital and returning home to the 20+ towns of MetroWest shown on the attached map. We provide credentialed nursing specialties, e.g. WOCN and Palliative Care, as well as a Telehealth Program – all in an effort to render the best care possible to patients, with a primary goal of keeping them home – avoiding unnecessary ER visits and hospitalization. In addition, our "MetroWest Meds" program has been assisting patients with procuring free and/or low-cost prescription medications for more than 10 years to patients in financial need.

Should you have special needs or requests for assistance with particular patients' home care requirements, please do not hesitate to call us and ask to speak with one of our Care Transition Coordinators, Tricia St. Martin, RN or Vicki Lamont, PT. They are available to attend pre-discharge patient conferences and/or to meet with patients referred to Natick VNA, to enhance patients' transition home. You can also submit a referral on our website at www.natickvna.org/for-providers.

Once you have compiled and printed the list of home health care providers, we would appreciate receiving a copy, for our files

Thank you for your assistance in our joint effort to help patients choose their home health care provider.

Sincerely,

Judith Boyko, RN, MS, MBA
CEO

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- . Ashland
- . Auburndale
- . Dover
- . Framingham
- . Holliston
- . Hopkinton
- . Hudson
- . Marlborough
- . Medfield
- . Medway
- . Millis
- . Natick
- . Needham
- . Newton
- . Northborough
- . Sherborn
- . Southborough
- . Sudbury
- . Wayland
- . Wellesley
- . Westborough
- . Weston



HomeCare Elite™

Natick VNA has been recognized as a top home care agency in the following years:

2015 • 2014
2013 • 2012