



**Approved Home Health Care**

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**Hours:**

Monday-Friday: 8:00 a.m.-5:00 p.m.



**From left:**

Louis Ponder and his staff believe in treating each other and their patients like family.



# Caring at Home

*Approved Home Health Care brings the care you need to your bedside at home.*

*— By Betty Tryon*

When Louis Ponder, owner of Approved Home Health Care decided to change his career, he wanted a business where the staff and the people they serve would be part of one big happy family. “That was kind of our thought when we did this,” he said. “We’ve seen family members grow old where they can’t get around anymore.” Louis decided to make a difference for the elderly in the community. “They essentially propped us up when we were young and unable to do for ourselves. We can make a difference for their families,” he said.

Approved Home Health Care provides health services in the home to patients who cannot move around without assistance. “Medicare is restrictive on that,” Louis explained. “They must

be homebound, or we cannot provide the service to them. We send a nurse in to do an evaluation of the patient’s needs on home health. One of the first questions we ask is, ‘Are you homebound?’ In other words, ‘Do you need to have someone drive you around or can you get around on your own?’ If they are able to get to a doctor’s office, we can’t come in and do what we do. But, if they are homebound and have a skilled nursing or therapy need, then we can start them on service.”

The agency not only provides nursing care, they also offer physical therapy, occupational therapy, speech therapy and medical social workers. The medical social workers try to meet the social needs of the patient. “If the patient doesn’t have

money for food or is unable to cook meals, they set them up with Meals on Wheels and things like that,” Louis said. “And, they will help them get assistance if they can’t make their utility bills sometimes. They help point them in the direction of different organizations that can help. We provide some supplies that Medicare requires, such as syringes for injections and things like that. We don’t provide equipment, but we will set it up. We take the initiative to contact the medical equipment company and let them know we have a patient on service, and they need a wheelchair. We ask if they can get it out to them.”

Because the nature of the work is so personal, the agency strives to send the same medical professional back to the

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client’s home. Their familiarity adds to the patient’s comfort level. “A lot of agencies may send a nurse this week and a different nurse the next week. Our nurses pretty much own their patients. It makes for a more consistent care, and it’s more comfortable for the patient. They know who is coming in, and they become friends. We insist with our therapy companies that we want the same therapist and therapy assistant to go see each patient. It’s better to have the same people for whatever discipline it is throughout the course of their care. It would not be very productive or efficient to have different therapists going out.”

Louis has high praise for his staff. “Without our staff, we’re nothing. It’s not all about the dollar. We are all family here. We opened this company as a family, and we treat our nurses, therapists and our patients as members of the family, as well.” **NOW**