

Welcome to **Southeastern Home Health Services** and **Southeastern Connect**. This letter provides general information about the **Southeastern Connect** devices that you will be using while you are receiving our care. Please feel free to share this information with your family members or other caregivers.

The Southeastern Connect devices are provided to make it easier to contact your nurse, 24 hours a day, 7 days a week with any questions or concerns.

The SOUTHEASTERN CONNECT button is NOT just for emergencies!



For example you can use the Southeastern Connect device if you:

- ✓ Have any questions for your nurse or about your medicines
- ✓ Are not feeling well
- ✓ Feel lonely or anxious and want to speak with someone
- ✓ Want assistance arranging a doctor appointment and home visits

Or for any other question or concerns you may have, simply press your device and our Southeastern Connect Care Center Team will be happy to talk with you or help you. Whenever you call and for whatever reason, you can count on us! Your family or caregivers can also press the button when they are with you and have questions.

Once you press the button it takes approximately 45 seconds to connect to the Southeastern Connect Care Center.

Once you are connected to the Care Center you will hear the voice of the **Southeastern Connect** staff from the device and they can hear you.

Your health is our first concern and that is why we want you to contact us first with any questions or problems. *We are always just a "button push" away.*

Southeastern Connect is always available to you, even after our in-home services end. At that time, a member of the **Southeastern Connect Team** will call and talk with you about keeping the device as a subscriber, for a nominal fee. However, if you choose not to continue the service you can simply place the device back into the original box, attach the shipping label and send it back—at no charge to you.