

BISHOP GADSDEN

at HOME



Frequently Asked Questions

What is Bishop Gadsden at Home?

Bishop Gadsden at Home is Bishop Gadsden's non-medical, in-home care department that provides one-on-one care from Certified Nursing Assistants and Companions.

Who do I contact to begin Bishop Gadsden at Home services in my home?

Bishop Gadsden at Home Director or Home Care Scheduling Manager are available to speak with you regarding your initial inquiry. You can reach us at 843.406.6379. Please allow 24 hours for a message to be returned.

How far in advance do I need to call before I can start services?

We ask for a 48-hour notice before services begin. This allows us ample time to get to know the client and formulate a service plan. In the event of a last minute request, every effort will be made to provide the services needed.

How are these services paid?

Predominately, Bishop Gadsden at Home is privately paid. Some long-term care insurance providers cover services, so be sure to check your policy should you have one. For Non-Bishop Gadsden residents, billing will occur bi-monthly or monthly depending on the services offered by Bishop Gadsden at Home. These services are provided with a 4-hour minimum for each visit off campus and can be provided 24 hours a day, seven days a week.

Can I change my schedule if I have conflicting appointments?

Yes, schedules may be varied as needed. Bishop Gadsden at Home strives to be as flexible as possible in meeting each unique need. Please contact the office as soon as you know that you would like to change your schedule.

What if I change my mind and don't want to continue services?

There is no obligation to continue services. You may cancel at any time.

What kind of screening do employee team members undergo?

Bishop Gadsden at Home carefully screens each prospective employee team member. A drug test, physical, tuberculin skin test, and background check are conducted to determine eligibility for hire.

How are the BG at Home Caregivers hours worked tracked?

When the Bishop Gadsden at Home Caregiver arrives to your home, he or she will report directly to the client's telephone and dial a toll-free number in which they will enter their employee identification number to clock-in. They will also call before leaving the client's home to clock-out. This system ensured employees are arriving to shifts on time.

What if my regular caregiver is not available for a shift?

If your regular Bishop Gadsden at Home Caregiver is not available, you will receive a call from the office asking if you would like a substitute for the particular shift. Sometimes clients choose to forgo services until their regular Caregiver is available.

What are the office hours? How do I contact someone after hours?

Bishop Gadsden at Home maintains office hours Monday through Friday from 8:30 a.m. – 4:30 p.m. A Bishop Gadsden at Home team member can be reached after hours. Please call the Bishop Gadsden at Home office for this number.

Can my BG at Home Caregiver provide transportation?

Yes, we are happy to provide transportation. Bishop Gadsden at Home Caregivers may drive either the client's car or their own personal car. If the Caregiver drives his or her own personal car, there is a mileage fee.

Do you provide services in the hospital or in an assisted or skilled nursing facility?

Bishop Gadsden at Home provides non-medical services in any environment - hospital setting, assisted living, skilled nursing, or your home.