



VNA Community Healthcare Transitional Care Program

The Transitional Care Department at VNA Community Healthcare helps patients stay in control of their health by coordinating a safe and positive transition to home from a health care treatment setting. As of June 8, 2010 VNA Community Healthcare acquired VNA Service, Inc. from St. Raphael Healthcare System. The combined non-profit home health care agency serves approximately 1,800 patients daily, providing home care services to residents of Greater New Haven and Middlesex counties. Our nurses offer:

◆ **Experience.**

Transitional care nurses help callers sort through their care options and find specific health care, home care, residential care and eligibility for resources in their community.

◆ **Patient Education.**

Patients receive guidance about insurance coverage and rules.

◆ **Knowledge.**

Transitional care nurses act as intermediaries between hospitals, rehabilitation facilities and doctor's offices for arranging care at home. They obtain the most updated medical and social information and ensure that information is shared with home care clinicians.

◆ **One-on-One Interaction.**

Our nurses visit patients in the hospital, educate patients about home care services, explain insurance coverage and work with the hospital care coordinator to ensure a smooth discharge

◆ **Family Support.**

Counseling and supporting family caregivers who must manage the care of a family member at home is an important function.

◆ **Professional Education.**

Transitional care nurses educate medical professionals about the full range of home care and community based service options