



Team 1 – Red Team

Dear _____

In order to provide you with the highest quality of care, a team of dedicated professionals will be monitoring your therapy. The team assigned to handle your care will assist you with quick and courteous service. When calling in to speak with the pharmacist, patient service representative or insurance verification coordinator you may either ask to be directly connected to their extension or simply ask to speak to the pharmacist, patient service representative or insurance verification coordinator on **TEAM 1**. If you forget the team you are assigned to, you may also ask for the team by color code. **TEAM 1** is also the **RED TEAM**.

NURSING SERVICES

Your Nursing services will be provided by

_____ Nursing Agency

Chartwell Nursing

_____ Nursing Agency who is subcontracted to provide services on behalf of Chartwell.

You may contact your nursing agency at _____.

MEDICATION

If you have any problems or questions regarding your medications, please contact a pharmacist at ext. 31956, ext. 31958, ext. 85011, or ext. 85025.

SUPPLIES

To place an order for supplies please contact the patient service coordinator at ext 31968. A patient service coordinator will contact you weekly to perform an inventory of your supplies. We must speak to you **by 4:00pm** the day prior to your delivery regarding your supply inventory or standard supplies will be delivered.

REIMBURSEMENT

If you have a question regarding your insurance benefits, please contact the insurance verification coordinator at ext. 31918.

If you have a question regarding claims billed to your insurance company or out of pocket expense, please contact the billing department at 1-800-316-9941.

Please notify us of any readmissions to the hospital, any changes in insurance or any other change of status.

If at any time you are dissatisfied with the service you receive, please call 1-800-755-4704 and ask to speak with a manager.

Thank you