

OUR REFERRAL-TO-CARE PROCESS

The *Take 5* Compassionate Way

A client-centered process designed around the care recipient's journey, moving families from referral to active care quickly, seamlessly, and more reliably than any other home care provider in South Florida. The compassionate experts at CareGivers of America alleviate the stress and burden families often face to ensure their loved ones receive the right care without delay.

1

FirstTake

We build **trusting relationships** with referral partners to help support the home care needs of their clients with high-quality, compassionate services.

2

InTake

The moment your referral arrives — by phone, email, or online form — one of our Intake Team members personally reaches out to the family. We take time to understand their needs: care type, schedule, language preference, and all the many personal details that matter most to their loved ones.

3

UpTake

A **Care Liaison** visits the home to review the client's needs, preferences, and daily routines. Once an agreement is signed, this needs profile helps us match the right caregiver — with the **family directing the care** they receive. Knowing this is a major transition for families, we are here to guide them through these changes.

4

CareTake 24-48 HR START

Our Care Coordinators thoughtfully match each client with the **right caregiver** — considering home, language, geography, and personal preferences. Care typically begins within 24-48 hours, with **same-day starts** available for urgent post-discharge needs. As a client's needs evolve, we help families navigate those dynamics. And we keep referral sources informed every step of the way.

5

ReTake

We stay in touch with families after care ends — listening to their experience and **welcoming them back** whenever they need us, for continuity and peace of mind. We are here to support our clients for life.