

---

## SOUTH WEST GEORGIA HOMECARE

GEORGIA PRIVATE HOME CARE PROVIDER • NON-MEDICAL IN-HOME CARE • ALBANY, GEORGIA

PROVIDER & CASE MANAGER PARTNERSHIP KIT

# Hospital to Home, Without the Gaps.

---

A secure referral portal, a coordinated intake team, and non-medical in-home care that carries out the discharge plan you build — across Albany and Southwest Georgia.

#### Closed-loop referrals

Status visible to your team

#### Under 1 business hour

Target response on referrals

#### 7 counties served

Southwest Georgia coverage

#### RN service plans

Assessed before care begins

SERVING DOUGHERTY • LEE • WORTH • TERRELL • MITCHELL • CALHOUN • BAKER COUNTIES

---

---

[swgahomecare.com/referrals](https://swgahomecare.com/referrals)

(229) 595-2921 • [referrals@swgahomecare.com](mailto:referrals@swgahomecare.com)

Submit a referral online or request secure portal access for your discharge planning team.

# Provider & Case Manager Partnership Guide

Bridging hospital discharge to safe recovery at home across Albany and Southwest Georgia.

GEORGIA PRIVATE HOME CARE PROVIDER • NON-MEDICAL IN-HOME CARE • (229) 595-2921

## WHY DISCHARGE TEAMS PARTNER WITH US

South West Georgia Homecare provides non-medical in-home care that supports the discharge plan you build. Referrals reach our Albany coordination team through a secure online portal instead of a fax machine or a voicemail box, so your team always knows exactly where every patient stands.

### Under 1 business hour

Target response time on every portal referral

### 7 counties served

Dougherty, Lee, Worth, Terrell, Mitchell, Calhoun, Baker

### Every caregiver

Georgia background-checked, TB-screened, trained

### Every shift verified

Electronic visit verification with time and location

## THE REFERRAL PORTAL: A CLOSED-LOOP WORKFLOW

Your referral does not disappear after you send it. Every step below is visible to your team inside the portal at [swgahomecare.com/referrals](https://swgahomecare.com/referrals).

1

### Submit in under two minutes

A case manager, social worker, or clinic coordinator opens the portal and enters the patient's name, discharge date, county, and the help needed at home. No account paperwork and no fax cover sheet.

2

### Instant intake and eligibility review

Submission alerts our Albany coordination team immediately. We confirm service area, hours requested, and the private-pay or payer arrangement, then contact the family directly.

3

### Live status you can check yourself

Verified partners sign in with a one-time code emailed to their work address and follow status as it moves from received to intake, nurse assessment, and care active.

4

### Loop closed back to you

When care begins we notify the referring team that the patient is home with an active service plan and a named coordinator, so your discharge record is complete.

## WHAT THIS PREVENTS

- Referrals lost between shift changes, fax trays, and voicemail.
- Families discharged home before hands-on help is actually in place.
- Repeat phone calls just to learn whether a referral was accepted.
- Unsafe first 72 hours at home after surgery or a hospital stay.
- Avoidable readmissions caused by missed meals, hygiene, or mobility help.
- Uncertainty about who is responsible for the patient once they are home.

### Want portal access for your discharge planning team?

Visit [swgahomecare.com/referrals](https://swgahomecare.com/referrals) and choose Request access. Our care coordination team verifies your organization, then activates secure sign-in for each staff member who needs it.

# Scope of Care, Quality Oversight & Referral Contacts

What our caregivers do, how we hold quality, and how to reach the referral desk today.

GEORGIA PRIVATE HOME CARE PROVIDER • NON-MEDICAL IN-HOME CARE • (229) 595-2921

## SCOPE OF NON-MEDICAL IN-HOME CARE

### Post-hospital & post-surgical support

- Discharge-instruction follow-through and change-in-condition alerts
- Safe transfers, gait-belt assistance, and fall-risk monitoring
- Nutrition, hydration, and rest-schedule oversight

### Personal care & daily living

- Bathing, showering, grooming, dressing, and oral care
- Toileting and discreet incontinence care
- Light housekeeping, laundry, and linen changes

### Medication reminders & transportation

- Documented medication reminders with written logs
- Rides to follow-up, specialty, and dialysis appointments
- Pharmacy pickups, groceries, and errands

### Dementia, respite & extended coverage

- Routine building, redirection, and wandering safety planning
- Scheduled respite relief for family caregivers
- Overnight, weekend, and live-in coverage

## QUALITY, COMPLIANCE, AND ACCOUNTABILITY

### Nurse oversight

A registered nurse assesses each client and writes an individualized service plan before care begins, with scheduled reassessment.

### Screened workforce

Georgia background checks, TB screening, orientation training, and documented competency before a caregiver is cleared for assignment.

### Incident follow-up

Every incident and complaint is logged, reviewed by management, and tracked through to corrective action.

### Verified visits

Electronic visit verification records arrival and departure with time and location on every shift, so coverage is documented, not assumed.

### Protected information

Patient information is handled under HIPAA with role-based access; referral partners see only their own referrals.

### Insured & bonded

General liability and workers' compensation coverage; certificates are available to partner organizations on request.

## REFER A PATIENT OR REQUEST PORTAL ACCESS

### REFERRAL DESK

### swgahomecare.com/referrals

Submit a referral online, or choose Request access so our team can verify your organization and activate portal sign-in for your staff.

### DIRECT CONTACT

Phone: (229) 595-2921

Referrals: [referrals@swgahomecare.com](mailto:referrals@swgahomecare.com)

General: [care@swgahomecare.com](mailto:care@swgahomecare.com)

Albany, Georgia

Mon-Fri 9:00-5:00 | Sat 10:00-2:00 | Sun closed

South West Georgia Homecare provides non-medical in-home care and does not provide skilled nursing, therapy, or medical treatment. Caregivers remind clients about medications and do not administer them. Service availability depends on county, requested hours, and caregiver assignment.