

We've Partnered with **HOME CARE PULSE**

To Help Us Provide You with the Best Care Possible.



• FAQ •

Why We Have Partnered

We are dedicated to providing you with the best in-home care services and we want to make sure you are satisfied. In order to help us accomplish this, we have hired a third-party satisfaction research firm called Home Care Pulse to gather feedback from some of our clients each month.

What to Expect

As one of our clients, you or a designated family member will receive a call from Home Care Pulse. Depending on your responses, the call will take between **7-9 minutes**. They'll ask you to rate our services in several categories on a 1-10 scale and to provide your honest feedback which will help us understand how we can best serve you.

Please use this number guide as you rate the questions:

9-10: You are very satisfied

7-8: Needs improvement

1-6: You are very dissatisfied



Please watch for a call from

(208) 656-6219

and let us know if your phone number changes.



Who is Home Care Pulse?

Home Care Pulse is a third-party company that gathers feedback and satisfaction ratings from our clients. The feedback gathered helps us know how we can improve and provide the best care possible. Home Care Pulse complies with all state and federal confidentiality laws and will not ask for any personal, financial, or health information.



How often will I be called?

Once you've shared your feedback, you won't be contacted again for at least six months.



How will my feedback be used?

Your interview responses will never be shared with anyone except your home care provider. Your feedback will be used to help guide improvements to care services. You will be given the option to remain anonymous.