A Directory of In-Home Service Providers for Chester County 2017

Compiled and published by:
The Chester County Department of Aging Services
Government Services Center, Suite 320
601 Westtown Road, P. O. Box 2747
West Chester, Pennsylvania 19380-0990
610-344-6350 or 1-800-692-1100, Ext. 6350
Website: www.chesco.org/aging
ELDER ABUSE HOTLINE: 1-800-564-7000
GENERAL INFORMATION

Home Health Care Providers offer a variety of community-based services including assistance with personal care (bathing, dressing, grooming, and toileting), meal preparation, shopping, laundry, and housekeeping, in addition to skilled medical therapies.

The cost of these services is paid by individuals, families, Medicare, Medical Assistance (Medicaid) and private insurance policies. The Chester County Department of Aging Services provides a limited amount of subsidized services for eligible county residents.

To qualify for Medicare home health services, an individual must be homebound, reside in a qualified residence, have a Plan of Care established by a physician, and require part-time and intermittent skilled nursing care, physical therapy or speech therapy. Services must be medically necessary and can only be provided by a Medicare certified home health agency.

To determine whether you qualify for Medicare funded home health benefits refer to the financial arrangements box in the listings, which follow and contact the Medicare certified agency of your choice.

Medical Assistance may also pay for medically necessary home health visits to homebound individuals with limited home support. The individual must be pre-certified, Medical Assistance eligible by the County Assistance Office and services must be provided by a Medical Assistance certified home health agency. Refer to the financial arrangements box in listings for Medical Assistance information.

Before contacting a home health care provider, we recommend preparing a list of questions related to your individual service needs, the provider’s accreditation and certification, fees and methods of payment, and staff qualifications. At the end of this directory, we have provided a sample list of questions to assist you. Advise providers of all your insurance coverage offering home health care benefits for possible reimbursement of expenses. Once you have selected a provider, be sure to also advise them of any changes in your insurance coverage.

If you experience difficulties with the delivery or quality of your home health care services, contact your home health care provider directly. If your concerns or complaints cannot be resolved with agency personnel, we encourage you to contact the Long Term Care Ombudsman at the Chester County Department of Aging Services for assistance at 610-344-5004.

Please note that the following listings are for information only and do not imply endorsement or recommendation by the Chester County Department of Aging Services.
ACCUCARE HOME NURSING
100 Porter Road, Ste. 210
Pottstown, PA 19464
790 East Market Street, Ste. 165
West Chester, PA 19382
Delaware County Medical Center
1999 Sproul Rd., Suite 1
Broomall, PA 19008
Phone: 610-353-7360   Fax: 610-353-7013
Email: Accucarehomecare@aol.com
Office business hours: 8:30 AM-5:00 PM
Answering service after hours: yes
AREA OF COUNTY SERVED: All of Chester County
FINANCIAL ARRANGEMENTS: Private payment (fixed rate), Medicare reimbursement, Medical Assistance reimbursement, private payment (sliding scale)
SERVICES AVAILABLE: Nursing (RN, LPN, personal care/home health aide, occupational therapy, speech therapy, physical therapy, medical social services, companion, live in, shopping assistance, home repair & maintenance, in-home hairdressing.

ACS HOMECARE
1747 South Valley Forge Road, Suite D
Worcester, PA 19490
Phone: 610-427-9900   Fax: 484-367-8255
Web: www.acshc.com
Email: ken@acshc.com
Office business hours: 9:00 AM-5:00 PM
Answering service after hours: Yes
AREA OF COUNTY SERVED: All of Chester County
FINANCIAL ARRANGEMENTS: Waiver, Medical Assistance Reimb., Private Payment, Private Insurance
SERVICES AVAILABLE: Personal Care, Companion Care, Home Health Aide

ADDUS HEALTHCARE, INC.
2528 South Broad Street
Philadelphia, PA 19145
Phone: 215-755-8580   Fax: 855-893-0656
Email: Dmenya@addus.com
Web: www.addus.com
Office business hours: 8:30 AM-5:00 PM, Mon.-Fri.
Answering service after hours: yes
AREA OF COUNTY SERVED: All of Chester County
FINANCIAL ARRANGEMENTS: Private pay, Medicaid
SERVICES AVAILABLE: Personal care/home health aide, light housekeeping, meal preparation, laundry, errands, live in overnight, companion, escort, food shopping.

ADVANCE HOME HEALTHCARE
36 West Lancaster Avenue
Downingtown, PA 19335
Phone: 610-269-2935   Fax: 610-269-9514
Web: www.advancehomehealthcare.com
Office business hours: 9:00 AM-5:00 PM, Mon.-Fri.
Answering service after hours: Yes
AREA OF COUNTY SERVED: All of Chester County
FINANCIAL ARRANGEMENTS: Medicare, Medicaid, Blue Cross, Humana
SERVICES AVAILABLE: Skilled Nursing Care, Physical Therapy, Occupational Therapy, Speech Therapy and Case Management.
ADVANCED NURSING CARE, INC.
217 Clifton Ave., Suite 8, Collingdale, PA 19023
Phone: 610-696-5045  Fax: 484-540-8553
Email: jkungu@advancedcarenursing.com
Web: www.advancedcarenursing.com
Office business hours: 9:00 AM-6:00 PM
Answering service after hours: YES
AREA OF COUNTY SERVED: All of Chester County
FINANCIAL ARRANGEMENTS: Medicare, Medicaid, Long Term Insurance, HMOs, Private Pays & Workers’ Compensation.
SERVICES AVAILABLE: Companion care, certified nursing asst., home health, homemaker, live-in care, respite, personal care, child care, direct patient attendant, skilled nursing, light housekeeping, home support.

AFFILIA HOME HEALTH
1811 Olde Homestead Lane, Lancaster, PA 17601-5800
Phone: 888-800-1064  Fax: 717-544-2195
Office business hours: 8:00 AM-4:30 PM, Mon.-Fri.
Answering service after hours: Yes
AREA OF COUNTY SERVED: Central, Northern, Southern & Western Chester Counties. Also serving Berks, Dauphin, Lancaster and Schuylkill Counties.
FINANCIAL ARRANGEMENTS: Medicare Reimbursement, Aetna, Managed Care Reimbursement.
SERVICES AVAILABLE: Skilled Nursing Care which includes; W.O.C.N. (Wound Ostomy Certified Nurse), I.V. Therapy, Social Worker, Physical, Occupational & Speech Therapies, Home Health Aides. Provide Skilled Home Health Care 24 hours a day, 7 days a week.

ALWAYS BEST CARE SENIOR SERVICES
403 W. Lincoln Highway, Suite 110, Exton, PA 19341
Phone: 610-450-6776  Fax: 610-450-6782
After Hours: 610-574-9766
Email: jmontgomery@abc-seniors.com
Office business hours: 8:30 AM-5:00 PM, Mon. - Fri.
Answering service after hours: Yes
AREA OF COUNTY SERVED: All of Chester County
FINANCIAL ARRANGEMENTS: Private Pay, Long Term Care Insurance, Medicaid Waiver & VA Approved Provider, All Major Credit Cards Accepted – Visa, MasterCard, American Express, Discover
SERVICES AVAILABLE: In-Home Personal Care Services Including: Alzheimer’s & Dementia, Multiple Sclerosis, Parkinson’s Disease, Stroke, Terminal Illness, Ambulation & Transfer Assistance, Bathing, Dressing & Grooming, Toileting & Incontinence Care, Light Household Duties, Laundry, Medication Reminders, Meal Preparation, Escort/Transportation Errands/Grocery Shopping, Medical Appointments, Recreational Activities, Respite Care, Comfort Care, Companionship. Hourly or Live-In Care rates available. Free Assisted Living Placement Consultation Service Offered.

ANGEL COMPANIONS
229 W. Lancaster Avenue, Devon, PA 19333
Phone: 610-644-8780  Fax: 610-688-3310
Email: htorres@angelcompanions.net
Web: www.angelcompanions.net
Hours: 24 hours/day; 7 days/week
AREA OF COUNTY SERVED: All of Chester County
FINANCIAL ARRANGEMENTS: Private Pay, Long Term Care Insurance, VA, State Waiver Programs
SERVICES AVAILABLE: Laundry, light housekeeping, meal preparation, bathing & hygiene, errand services, transportation services, grocery shopping, recreational activities, medication reminders, companionship.
AUM PHYSICAL THERAPY  
1065 Andrew Drive, Suite B-3  
West Chester, PA 19380  
Phone: 610-344-7374   Fax: 610-344-7530  
Email: vrinda.hatti@aumphysicaltherapy.com  
AREA OF COUNTY SERVED: Chester County  
FINANCIAL ARRANGEMENTS: Most major insurance, Medicare and Worker’s Compensation  
SERVICES AVAILABLE: Physical therapy in office or at home for those who are home bound.

BAYADA HOME HEALTH CARE (2 locations)  
King of Prussia  
901 E. 8th Ave., Suite 105  
King of Prussia, PA 19406  
Phone: 610-992-9200   Fax: 610-992-0146  
Email: kclaypoole@bayada.com  
edimarco@bayada.com  
Web: www.Bayada.com  
Office business hours: 8:30 AM-5:00 PM  
Answering service after hours: yes  
AREA OF COUNTY SERVED: Chester County  
FINANCIAL ARRANGEMENTS: Private payment (fixed rate), Medicare, Medicaid, VA, Insurance  
SERVICES AVAILABLE: Nursing (RN, LPN), personal care/home health aide, companion.  
24/7 availability. Adult skilled shifts and adult personal care (private duty).

BRANDYWINE RIVER VALLEY HOME HEALTH AND HOSPICE  
121 Bell Tower Lane  
Oxford, PA 19363  
Phone: 610-998-1700   Fax: 610-998-1799  
Web: www.eastpahomecare.com  
Office business hours: 8:00 AM-5:00 PM  
Answering service after hours: yes  
On Call – 24 Hours, 7 Days/Week  
AREA OF COUNTY SERVED: Chester County  
FINANCIAL ARRANGEMENTS: Private payment, Medicare reimbursement, Medical Assistance  
reimbursement, private insurances.  
SERVICES AVAILABLE: Nursing (RN, LPN), physical therapy, occupational therapy, speech therapy,  
hospice, medical social services, personal care/home health aide.

CARE FIRST NURSING, INC.  
8400 West Chester Pike  
Upper Darby, PA 19082  
Phone: 610-572-3440   Fax: 610-572-3460  
E-mail: cfn8400@gmail.com  
Office business hours: 9:00 AM-5:00 PM, Mon.-Fri.  
Answering service after hours: yes  
On Call – 24 Hours, 7 Days/Week  
AREA OF COUNTY SERVED: Chester County  
FINANCIAL ARRANGEMENTS: Private Pay, Long Term Insurance, All Medicaid-Waivers  
SERVICES AVAILABLE: Nursing (RN, LPN), personal care/home health aide, companion, live-in.

CARING MATTERS HOMECARE, BERWYN  
1055 Westlakes Drive, Suite 300  
Berwyn, PA 19312  
Phone: 610-727-3717   Fax: 610-727-4418  
After 5 PM & Weekend On-Call: 484-683-5550  
Office business hours: 8:30 AM-5:00 PM, Mon. – Fri.  
On Call Answering Service: after 5:00 PM, Sat. – Sun.  
AREA OF COUNTY SERVED: Chester, Delaware & Philadelphia Counties.
FINANCIAL ARRANGEMENTS:  All Medicaid-Waiver, VA and Private Pay
SERVICES AVAILABLE:  Services are tailored to the needs of each client with Individualized Non-Medical Nursing Care, Home Support, Respite & Companion Care, Personal Care, Shopping, Transportation, Light Housekeeping, Laundry, Medication Monitoring, Meal Preparation, Errands, Recreational Activities. Services available 24/7 by experienced, Caring and Compassionate Caregivers that are bonded and insured. All Caregivers have Criminal Background checks and Child Abuse Clearances.

CHESTNUT KNOLL AT HOME
1041 E. Philadelphia Ave.
Gilbertsville, PA 19525
Phone: 610-473-3328    Fax: 610-473-2996
E-mail: ldetwiler@chestnutknoll.com
Web Site: www.chestnutknoll.com
Office business hours: 9:00 AM-5:00 PM, Mon.-Fri.
Answering service after hours: 24 Hrs, 7 Days/Week (Leave message to be called back)
AREA OF COUNTY SERVED:  Northwest (North Coventry, Pottstown, Phoenixville, Limerick, etc.)
FINANCIAL ARRANGEMENTS:  Medicaid, veterans, long term care insurance, private pay
SERVICES AVAILABLE:  Companion care, personal care, home support, med. set up.

COMFORCARE HOME CARE (2 locations)
Exton (Northern Chester County)
47 Marchwood Road, Suite 1G
Exton, PA 19341
Phone: 610-363-1485    Fax: 484-879-6341
E-Mail: nchesterpa@comforcare.com
Web: www.nchesterpa.comforcare.com
Office business hours: 9:00 AM-5:00 PM, Mon.-Fri.
Answering service after hours: RN Supervisor on call 24 hrs/7 days/week
AREA OF COUNTY SERVED:  Chester County only

West Chester (Southern Chester County)
770 E. Market Street, Suite 188
West Chester, PA 19382
Phone: 610-241-1199    Fax: 610-696-9009
E-Mail: sc-chester@comforcare.com
FINANCIAL ARRANGEMENTS:  Private pay, Medicaid-Waivers, Long Term Care Insurance and VA Choice.
SERVICES AVAILABLE:  ComForCare utilizes our front-loaded, high touch process to identify specific needs and create a customized care plan. Medication reminders, safety supervision, housekeeping and meal prep and much more. The RN oversight of our experienced, bonded, insured, compassionate CNA, HHA, and companion level caregivers helps to assure you that proper care is being delivered. Care can be provided 24/7 and any hours in between. ComForCare Home Care is Dementia Care Certified, and Transitions of Care Certified to help with hospital to home care transitions.

COMFORT KEEPERS
134 Commons Court
Chadds Ford, PA 19317
Phone: 610-358-1640    Fax: 610-358-1645
E-mail: ChesterCounty@Comfortkeepers.com
Office business hours: 9:00 AM-5:00 PM, Mon.-Fri.
Answering service after hours: Yes
AREA OF COUNTY SERVED:  Chester and Delaware Counties
FINANCIAL ARRANGEMENTS: Private Pay, Private Insurance, Medicaid Waiver, VA
SERVICES AVAILABLE: Home support, respite and companion care, personal care, shopping, transportation, light housekeeping, laundry, medication monitoring, meal preparation, errands, recreational activities. Non-medical services available 24/7 by experienced, caring and compassionate Caregivers that are bonded and insured.

CRITICARE
5 Christy Drive, Suite 104
Chadds Ford, PA 19317
Phone: 610-675-1111, Ext. 104
Fax: 610-675-1112
FINANCIAL ARRANGEMENTS: Private Insurance, Private Pay, Medicaid, Medicare, Veterans Administration
SERVICES AVAILABLE: Skilled Nursing Services (RN & LPN) for both Adults and Children, Personal Care (Aides & Companions), Occupational & Physical Therapies, Respite Services (Live-In or Daily).

CROSSROADS HOSPICE OF PHILADELPHIA
523 Plymouth Road
Suite 225, Building M
Plymouth Meeting, PA 19462
Phone: 215-956-5110
Fax: 215-956-5175
E-mail: chpr@crossroadshospice.com
Web: www.crossroadshospice.com
AREA OF COUNTY SERVED: Greater Philadelphia
SERVICES AVAILABLE: In addition to standard hospice services, Crossroads Hospice of Philadelphia offers the following unique programs: the Ultimate Gift, the Gift of Blessings & Gratitude, and our Grief Recovery Program.

GRISWOLD HOME CARE
72 Pottstown Pike, Suite 102
Chester Springs, PA 19425
Phone: 610-458-7100
Fax: 610-458-8601
Office business hours: 9:00 AM-5:00 PM, Mon.-Fri.
After Hours Calls: Yes, Staff On-Call
AREA OF COUNTY SERVED: All of Chester County
FINANCIAL ARRANGEMENTS: Private payment, reimbursement from insurance, if applicable
SERVICES AVAILABLE: Non-medical personal care, home support such as cooking, laundry, housekeeping, transportation. There’s always staff on-call 24/7.

HANDYWORKX
36 West Lancaster Avenue
Downingtown, PA 19335
Phone: 610-269-2935
Fax: 610-269-9514
Office business hours: 9:00 AM-5:00 PM, Mon.-Fri.
Answering service after hours: Yes
AREA OF COUNTY SERVED: All of Chester County
FINANCIAL ARRANGEMENTS: Private payment and Medicaid
SERVICES AVAILABLE: We are a Certified Aging in Place Specialist and have earned the CAPS designation from AARP and the National Association of Home Builders (NAHB). We are bonded and insured. Services include: Accessibility Modifications, Safety and Security Improvement, Remodeling and Home Expansion and Handyman Repairs and Maintenance.
HOME HELPERS (2 locations)

**Media (Eastern Chester County)**

327 W. Baltimore Pike  
Media, PA 19063  
**Phone:** 610-358-1110  
**Fax:** 610-358-0148  
**Web:** [www.homehelpersphilly.com](http://www.homehelpersphilly.com)  
**Office business hours:** 7:00 AM-5:30 PM, Mon.-Fri.  
**24 Hour on call service**  
**Answering service after hours:** Yes  
**AREA OF COUNTY SERVED:** Eastern Chester County  
**FINANCIAL ARRANGEMENTS:** Private Pay, Medicaid, most long-term care insurances  
**SERVICES AVAILABLE:** Home support, personal care, respite, companion, home health, and personal emergency response devices.

**Glenmoore (Western & Southern Chester County)**

1691 Horseshoe Pike, Suite 3  
Glenmoore, PA 19343  
**Phone:** 610-458-7550  
**Fax:** 610-458-7800  
**Toll Free:** 1-888-672-9147  
**Web:** [www.homehelpersphilly.com](http://www.homehelpersphilly.com)  
**Office business hours:** 8:30 AM-5:00 PM, Mon.-Fri.  
**24 Hour on call service**  
**Answering service after hours:** Yes  
**AREA OF COUNTY SERVED:** from Exton West and Southern Chester County  
**FINANCIAL ARRANGEMENTS:** Private Pay, Medicaid, most long-term care insurances  
**SERVICES AVAILABLE:** Waiver, options, respite W1703, W1704, W1702, W1700, W1729. Personal care, home support, companion, attendant care, 24 hour care.

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HOME INSTEAD SENIOR CARE

7 North Five Points Road  
West Chester, PA 19380  
**Phone:** 610-431-7877  
**Fax:** 610-431-2677  
**Web:** [www.homeinstead.com/437](http://www.homeinstead.com/437)  
**Email:** amy.herkins@homeinstead.com  
**Office business hours:** 7:30 AM-5:30 PM  
**Answering service after hours:** Yes 24/7  
**AREA OF COUNTY SERVED:** Chester County  
**FINANCIAL ARRANGEMENTS:** Private pay (2 hour minimum per visit)  
**SERVICES AVAILABLE:** Personal Care, Bathing Assistance, Home Helper, Companionship, Light Housekeeping, Laundry, Meal Preparation, Transportation, Errands, Overnights, 24 Hour Service and Medication Reminders.

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HOMEWELL OF SOUTHEASTERN PENNSYLVANIA

630 Freedom Business Center Drive  
3rd Floor  
King of Prussia, PA 19406  
**Phone:** 484-938-7375  
**Fax:** 610-768-7755  
**E-mail:** se-pa@homewellseniorcare.com  
**Or:** ehaslam@homewellseniorcare.com  
**Web:** [http://se-pa.homewellseniorcare.com/](http://se-pa.homewellseniorcare.com/)  
**AREA OF COUNTY SERVED:** All of Chester County  
**FINANCIAL ARRANGEMENTS:** Private Pay, Medicaid, Veterans Admin, Long Term Care Insurance.  
**SERVICES AVAILABLE:** Personal care, Respite, meal prep, light housekeeping, laundry, transportation, companionship, errands, assistance with pet care. Hourly and up to 24 hour live-in.
INDEPENDENT LIVING SERVICES

Attention: Resource Center
1901 Olde Homestead Lane
P.O. Box 10485
Lancaster, PA 17605-0485
Phone: 1-888-837-4235   Fax: 717-293-1595

E-Mail: ResourceCenter@indlivingservices.com
Office business hours: 8:00 AM-4:30 PM, M-F
Answering service after hours: Yes
AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS:
Private duty

SERVICES AVAILABLE:
Personal care for the elderly and people with disabilities. Accessible home modifications.

JORPAT HOME HEALTH CARE

85 Lansdowne Ave., Suite 2
Lansdowne, PA 19050
Phone: 610-622-0338   Fax: 610-622-0355

Web: http://jorpat.com/
E-mail: ojopat@msn.com or info@jorpat.com
Office business hours: 9:00 AM-5:00 PM, Mon.-Fri.
Answering service after hours: Yes
AREA OF COUNTY SERVED: Some areas of Chester County
24 Hour On-Call Service

FINANCIAL ARRANGEMENTS:
Private pay, Medicare for covered services/Medicaid

SERVICES AVAILABLE:
Skilled Nursing, Physical Therapy, Personal Care/Home Health Aide, Respite, Companion, Home Support, Attendant Care over and under 60 years of age, Medicaid and Medicare certified, employees screened, criminal background and child abuse clearances.

LIBERTY IN HOME CARE

206 Old Lancaster Road
Devon, PA 19333
Phone: 610-254-9440   Fax: 484-585-1383

Web: www.LibertyCares.com
Office business hours: 8:00 AM-5:00 PM available 24 hours
Answering service after hours: 24 hour On Call Supervisor
AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS:
Private Pay, Option-Waiver, VA – Chester County/Philadelphia, Long Term Care Insurance

SERVICES AVAILABLE:
Companionship, meal planning and preparation, incidental transportation, running errands, CNA, HHA, LPN, RN, OT, light housekeeping, medication reminders, monitoring of safety while bathing, assistance with bill paying, and information and referral services. Services are available seven days a week and can range from a few hours daily to 24 hours and live-in care.
LIFE FORCE ELDERCARE CORP.
3544 West Chester Pike, Suite 216
Newtown Square, PA 19073
Phone: 610-359-0260   Fax: 610-359-1117
Web: www.lifeforceeldercare.com

Office business hours: 8:30 AM-5:00 PM
Answering service after hours: Yes
AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private Payment (sliding scale), Long Term Care Insurance & PA Medicaid Waiver Program.
SERVICES AVAILABLE: Personal Care/Home Health Aide, companion, specializing in live-in companions.

LIFELINE HOME HEALTH, INC.
530 Baltimore Pike
Springfield, PA 19064
Phone: 610-328-2788   Fax: 610-328-9388
E-Mail: lifelinehh@hotmail.com
Web: www.lifelinepa.com/

Office business hours: 8:30 AM-5:00 PM
Answering service after hours: Yes
AREA OF COUNTY SERVED: All of Chester County

FINANCIAL ARRANGEMENTS: Private payment (sliding scale), Medicare reimbursement, Medical Assistance reimbursement, private payment (fixed rate), preferred provider for many major insurers
SERVICES AVAILABLE: Skilled Nursing Services (RN, LPN), Personal Care/Home Health Aide, companion, through contracted services. We can frequently arrange for ancillary therapy services. Our nurses have a great deal of experience with vent/trach care and can apply many respiratory treatments.

MAIN LINE HOMECARE & HOSPICE
IN AFFILIATION WITH JEFFERSON HOME INFUSION
240 Radnor Chester Road
Radnor, PA 19087
Phone: 484-580-1601 OR 1-888-533-3999
Fax: 484-580-1545

Office business hours: 8:00 AM-8:00 PM, Mon.-Fri.
Sat., Sun. & Holidays – 7:30 AM-4:00 PM
Answering service after hours: Yes
AREA OF COUNTY SERVED: Chester, Delaware, Philadelphia Co., part of Bucks & Montgomery Co.

FINANCIAL ARRANGEMENTS: Private pay, Medicare, most insurance
SERVICES AVAILABLE: Home Health, Hospice and Palliative Care, Home Infusion services and Private Duty services.

MAIN LINE HEALTH HOMECARE & HOSPICE
PRIVATE DUTY SERVICES
240 Radnor Chester Road, Suite 100
Radnor, PA 19087
Phone: 484-580-1534 or 1-888-533-3999 (Central Intake Dept.)
Fax: 484-580-1540

Office Business Hours: 8:00 AM-8:00 PM, M-F
7:30 AM-4:00 PM, Sat. & Sun.
Answering Service After Hours: Yes
AREA OF COUNTY SERVED: All of Chester Co.

FINANCIAL ARRANGEMENTS: Private payment (fixed rate)
SERVICES AVAILABLE: Registered Nurses (RN), Licensed Practical Nurses (LPN), Personal Care/Home Health Aides, Physical Therapy (PT), Occupational Therapy (OT) and Speech Therapy (ST).
**MAIN LINE NURSES**  
586 Lancaster Avenue  
Berwyn, PA 19312  
**Phone:** 610-644-9160  
**Fax:** 610-644-3770  
**E-Mail (Hiram Torres):** htorres@nursebankamerica.com  
**Hours:** 24 hours/day; 7 days/week  
**AREA OF COUNTY SERVED:** All of Chester County  
**FINANCIAL ARRANGEMENTS:** Private pay, insurance, Medicare  
**SERVICES AVAILABLE:** Live in care, companionship, light housekeeping, meal preparation, including future meals, bathing and hygiene, errand services, laundry, recreational activities, grocery shopping, transportation services, medication reminders, skilled nursing visits and private duty, RNs and LPNs, physical therapy, occupational therapy, certified home health aides.

**MAXIM HEALTHCARE SERVICES**  
748 Springdale Drive, Suite 120  
Exton, PA 19341  
**Phone:** 610-363-6044  
**Fax:** 610-363-6488  
**Email:** extonoffice@maxhealth.com  
**Web:** www.maximhomecare.com/Exton_Homecare_434.aspx  
**AREA OF COUNTY SERVED:** Chester County  
**FINANCIAL ARRANGEMENTS:** Private pay, private insurance, Medicaid  
**SERVICES AVAILABLE:** Home support, personal care, respite, companion, home health, personal assistant, nursing.

**MERCY HOME HEALTH SERVICES**  
1001 Baltimore Pike, Suite 301  
Springfield, PA 19064  
**Phone:** 1-888-690-2551  
**Fax:** 610-690-2555  
**Office business hours:** 8:00 AM-5:30 PM  
**Answering service after hours:** Yes  
**AREA OF COUNTY SERVED:** Limited areas in Chester County  
**FINANCIAL ARRANGEMENTS:** Private payment (fixed rate, sliding scale), Medicare reimbursement, medical assistance reimbursement, managed care and commercial insurance  
**SERVICES AVAILABLE:** Nursing (RN, LPN), physical therapy, occupational therapy, speech therapy, social services, personal care/home health aide, diabetic education, wound specialist, asthma program, CHF Program, COPD program, palliative care program.

**NEIGHBORHOOD HEALTH PENN MEDICINE**  
**NEIGHBORHOOD VISITING NURSE ASSOCIATION**  
**NEIGHBORHOOD HOSPICE**  
795 East Marshall Street, Suite 204  
West Chester, PA 19380  
**Phone:** 610-696-6511  
**Fax:** 610-344-7064  
**Office business hours:** 8:00 AM-4:30 PM  
**Answering service after hours:** Yes, with on-call Homecare & Hospice Nurses and Managers available 24/7, 365  
**AREAS SERVED:** All of Chester Co., Eastern Lancaster Co., Western Delaware & Montgomery Counties  
**FINANCIAL ARRANGEMENTS:** OK  
**SERVICES AVAILABLE:** Nursing, Physical Therapy, Occupational Therapy, Speech Therapy, Home Health Aides, Medical Social Services, Maternal/Child Health, Palliative Care, Hospice (in-home + in-patient), Alternative Therapies, Senior Health Link Community Outreach.
PERSONAL HEALTH CARE, INC.
1220 Valley Forge Road #13
P. O. Box 987
Valley Forge, PA 19482
Phone: 610-933-6130    Fax: 610-933-0154
FINANCIAL ARRANGEMENTS: Private payment (fixed rate), Medicare reimbursement, and Medical Assistance reimbursement.
SERVICES AVAILABLE: Nursing (RN, LPN), personal care/home health aide, companion, 24-hour emergency aide service.

PROFESSIONAL NURSING SERVICES, INC.
Commons of Valley Forge East
1288 Valley Forge Road, Unit 69
P.M.B. 264, P.O. BOX 987
Valley Forge, PA 19482
Phone: 610-933-9483    Fax: 610-933-4080
Web: www.professionalnursingservices.net
FINANCIAL ARRANGEMENTS: Private payment, insurance, Medical Assistance Waivers and Philadelphia Veterans’ Affairs Medical Center (VA)
SERVICES AVAILABLE: Nursing (RN, LPN), personal care/home health aide/companion, habilitation workers, private duty 24 hours a day/7 days a week, light housekeeping, meal preparation, food shopping (if feasible), transportation to physician’s office.

RELATIVE CARE
36 West Lancaster Avenue
Downingtown, PA 19335
Phone: 610-269-2935    Fax: 610-269-9514
Web: www.myrelativescare.com
FINANCIAL ARRANGEMENTS: Private payment, insurance, Medicaid and VA

RESCARE HOME CARE SERVICES – SOUTHERN HOME CARE
P.O. Box 906
Spring House, PA 19477
Phone: 215-643-1200    Fax: 215-540-0756
FINANCIAL ARRANGEMENTS: Private insurance, Private pay, Medicare, Medicaid
SERVICES AVAILABLE: Personal care, respite, companion, attendant care, housekeeping, laundry, shopping, transportation, escort, home health aide, nursing, skilled nursing.
**RIGHT AT HOME**

60 Pottstown Pike, Suite 8  
Chester Springs, PA 19425  
Fred Jennings, Owner: fjennings@rahcspa.com  
Diane Fletcher, Office Mgr: dfletcher@rahcspa.com  
Phone: 610-458-5050  
Fax: 610-458-5057  
Office business hours: 8:30 AM-5:00 PM, Mon.-Fri.  
After hours: Always someone available to take call  
E-Mail: info@rahcspa.com  
Web: www.rahcspa.com  

**AREA OF COUNTY SERVED:** Chester Springs, Downingtown, Elverson, Exton, Glenmoore, Monte Clare, Phoenixville, Pottstown, Royersford, Spring City, Thorndale, Wallace, Warwick  
**FINANCIAL ARRANGEMENTS:** Private pay, Waiver, VA, Short/Long Term Care Ins. w/reimbursement  
**SERVICES AVAILABLE:** Non-medical, private duty companion and homemaker services, continence Care, asst. for bathing dressing and grooming, therapy exercise, medication reminders, PT, OT, S/L exercise reminders, laundry/housekeeping services, meal preparation, transportation/errands, case management, discharge services, 24 hour monitoring service.

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**SENIOR HELPERS**

47 Marchwood Road, Suite 1C  
Exton, PA  19341  
E-Mail: judys@seniorhelpers.com  
Phone: 484-879-6573  
Fax: 484-879-6576  
Office business hours: 8:00 AM-5:00 PM, Mon.-Fri.  
AREA OF COUNTY SERVED: Exton, West Chester, Coatesville, Chadds Ford, Kennett Square, Oxford, West Grove, Avondale, Downingtown, Honey Brook  
**FINANCIAL ARRANGEMENTS:** Private pay, most long-term care insurances  
**SERVICES AVAILABLE:** Personal and companion care, housekeeping, meal prep, transportation, bathing assistance, respite care, medication reminders and transportation. 3 hours/week to 24/7.

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**SENIORS HELPING SENIORS ®**

307 Deerhaven Way  
Glenmoore, PA 19343  
Phone: 610-590-4888  
Fax: 866-929-6872  
E-Mail: Daratrust@heart4helpingseniors.com  
Office business hours: 8:00 AM-5:00 PM  
(24/7 on-call)  
**ANSWERING SERVICE AFTER HOURS:** Yes  
Website: www.seniorcarechestercounty.com  
**AREA OF COUNTY SERVED:** All of Chester County  
**FINANCIAL ARRANGEMENTS:** Private pay, long-term care insurance, Medicaid Waiver, Options, VA  
**SERVICES AVAILABLE:** Companionship, light housekeeping, meal preparation, transportation, Doctor appointments, shopping, yard work, house maintenance and small repairs, overnight stays (24-hour care), personal grooming and dressing, mobility assistance, pet care. Owners are Certified Dementia Practitioners (CDP).
SOUTHEASTERN HEALTH SERVICES OF PA
101 Plaza Drive
Downingtown, PA 19335
Phone: 610-269-9876 or 1-866-674-9189
Fax: 610-269-9566
E-Mail: thardy@sehomehealth.com
Office business hours: 8:00 AM-5:00 PM
Answering service after hours: Yes
AREA OF COUNTY SERVED: All of Chester County
FINANCIAL ARRANGEMENTS: Private pay, Medicare reimbursement, Medical Assistance reimbursement, private insurance
SERVICES AVAILABLE: Nursing (RN, LPN), physical therapy, occupational therapy, speech therapy, social services, personal care/home health aide/companion, housekeeping, no-cost blood pressure clinic, flu shots in the fall.

SUCCESSFUL AGING CARE NET
48 Garrett Road
Upper Darby, PA 19082
Phone: 484-461-8711 Fax: 610-284-4170
E-Mail: successful_agingcaremanager@yahoo.com
Office business hours: 8:30 AM-5:00 PM
Answering service after hours: Yes
AREA OF COUNTY SERVED: All of Chester County
FINANCIAL ARRANGEMENTS: Private payments, PA State Waiver, County Options, Medicare
SERVICES AVAILABLE: Nursing (RN, LPN), Personal Care, Personal Attendant, Respite Care, Home Support, Medication Reminders, Meal Preparation, Appointment Escorts, Companionship, Light Housekeeping, Environment Modifications, Medical Equip. Supplies & Sales. 24 Hours per day/7 days per week.

SURREY SERVICES FOR SENIORS
60 Surrey Way
Devon, PA 19333
Phone: 610-647-9840 Fax: 610-647-8047
Web: www.surreyservices.org
E-Mail: info@surreyservices.org
jkorkuch@surreyservices.org
Office business hours: 8:30 AM-4:30 PM with after hours emergency on call
AREA OF COUNTY SERVED: *expanded areas* Central and Eastern Chester Counties
FINANCIAL ARRANGEMENTS: Private payment (sliding scale for low income), long term care insurance, Options, Waiver and VA
SERVICES AVAILABLE: Personal care/home health aide; companion care: 1-2 hour service available, in addition to longer hours, including overnight and live-in. Care management, housekeeping, respite care, transportation: Bryn Mawr to Malvern. Volunteers for: transportation, minor home repairs, errands, regular phone call check-in. Activities and fitness center, subsidized lunches Mon.-Thurs. Consignment shop; assistance with appraising, downsizing and help with daily money management.

SYNERGY HOMECARE
60 Pottstown Pike, Suite 2
Chester Springs, PA 19425
Phone: 484-341-8720 Fax: 484-341-8726
Web: www.synergychesco.com
Emails: tom@synergychesco.com and terri@synergychesco.com
Hours: 24 hours, 7 days per week
AREA OF COUNTY SERVED: Majority of Chester County
SERVICES AVAILABLE: Meal preparation, laundry, groceries, personal care, companionship, respite care, medication reminders, transportation.
TOTAL HEALTH HOME CARE
2710 West Township Line Road
P.O. Box 930
Havertown, PA 19083
Phone: 610-853-1402 Fax: 610-466-1701
Office business hours – 7 DAYS:
7:00 AM-8:00 PM Mon.-Fri.
8:00 AM-7:00 PM Sat.-Sun.
Answering service after hours: Yes (voicemail)
AREA OF COUNTY SERVED: All of Chester County
SERVICES AVAILABLE: Personal care, home support, respite, meal preparation, light housekeeping.

TRI-COUNTY HOME HEALTH AND HOSPICE
13 Armand Hammer Blvd., Suite 201
Pottstown, PA 19464
Phone: 610-327-7216 Fax: 610-327-7562
Office business hours: 8:00 AM-4:30 PM, Mon.-Fri.
24-hour On-Call
Answering service after hours: Yes
AREA OF COUNTY SERVED: Northern Chester
FINANCIAL ARRANGEMENTS: Medicare reimbursement, Medical Assistance reimbursement; private insurance
SERVICES AVAILABLE: Nursing (RN), occupational therapy, physical therapy, speech therapy, personal care/home health aide, I.V. therapy program, and hospice.

UNIQUE AID HOMECARE
861 W. Main Street
Lansdale, PA 19446
Phone: 1-888-998-6478 Main Fax: 1-888-572-6828 Alternate Fax: 1-888-211-4528
E-Mail: info@uniqueaid.com Web: www.uniqueaid.com
Office business hours: 9:00 AM-5:00 PM
Answering service after hours: On Call
AREA OF COUNTY SERVED: All of Chester County
SERVICES AVAILABLE: Occupational therapy, physical therapy, RN, general practical nurse, certified home health aide, and other aide services.

VISITING ANGELS LIVING ASSISTANCE SERVICES
557 Exton Commons
Exton, PA 19341
Phone: 610-280-3540 Fax: 610-280-3542
Web: www.visitingangels.com/westchesterpa
E-mail: jsmith@visitingangels.com
Office hours: 8:30 AM-5:00 PM
On Call Manager – 24 hours day/7 days week
AREA OF COUNTY SERVED: All of Chester County
FINANCIAL ARRANGEMENTS: Private pay, long term care insurance, PA state waiver, Veterans benefits
SERVICES AVAILABLE: Assistance with hygiene, transfers, toileting, transportation, meal preparation, medication reminders, light housekeeping, errands, shopping, companionship, respite, live-in, service avail. 24/7, temporary or long term service.
VISITING NURSE ASSOCIATION OF POTTSTOWN AND VICINITY
1963 E. High Street
Pottstown, PA 19464
Phone: 610-327-5700  Fax: 610-327-5701
Web: www.vnapottstown.org

Office business hours: 8:00 AM-4:30 PM Mon.-Fri.
Answering service after hours: Yes

AREA OF COUNTY SERVED: Northern, Eastern and Central Chester County

FINANCIAL ARRANGEMENTS: Private payment (fixed rate and sliding scale), Medicare reimbursement, medical assistance reimbursement and most insurances.

SERVICES AVAILABLE: Nursing (RN, LPN), physical therapy, occupational therapy, speech therapy, medical social services, personal care/home health aide, hospice, companion, housekeeping, support groups, personal care/home aide, health assessment visits.

WILLOW TREE HOSPICE
616 East Cyprus Street
Kennett Square, PA 19348
Phone: 610-444-8733  Fax: 610-444-5003
Web: www.willowtreehospice.com

Office business hours: 8:00 AM-4:30 PM Mon.-Fri.
Answering service after hours: Yes

AREA OF COUNTY SERVED: Southern Chester County, Delaware, Eastern Lancaster

FINANCIAL ARRANGEMENTS: Medicare, Medicaid and most private insurances offer a hospice benefit, usually with no cost to the patient.

SERVICES AVAILABLE: RN visits, home health aide visits, bereavement services, social work, chaplain, medical director, dietician, volunteer program and healing touch therapy.
**GENERAL QUESTIONS**

- Is the agency currently licensed?
- Is the agency currently accredited? If so, by whom?
- Is the agency Medicare certified?
- Is the agency Medical Assistance certified?
- Does the agency accept private insurance payments?
- What will happen if your Medicare, Medical Assistance or insurance benefits run out and you can’t pay for services privately?
- How long has the agency been in business?
- Does the agency have a brochure or description of services provided?
- How about a written statement of fees and payment policies?
- Is the agency bonded to assure payment in case of theft or a lawsuit?
- Are the employees separately bonded?
- Does the agency have its own malpractice and/or liability insurance?

**AGENCY SERVICES**

- Will the agency conduct an in-home evaluation of your individual needs?
- Will the agency contact your physician regarding the care that you need?
- Will the agency develop a written plan of care that identifies the specific services provided, schedule of days/times, and fees for each (including which may be paid for by Medicare, Medical Assistance or private insurance)?
- Does the agency provide service only with a minimum number of hours or days?
- Can service be provided during evenings and weekends?
- Does the agency charge extra fees for travel, lunch, supervision, weekends, or holidays?
- Does the agency have someone to call after business hours?
- How are emergencies handled?

**STAFFING**

- Are the agency’s staff currently licensed or certified?
- What type of staff training does the agency provide?
- Does the agency maintain references on file for each employee?
- Are all employees required to have a physical exam?
- Does the agency check criminal history records on each employee?
- Will the same person provide service on each day you are scheduled for service?
- Will the agency provide a substitute if the regular worker calls in sick?
- Who supervises the agency’s employees?
- Does the agency send supervisors on home visits to observe staff providing actual service?
- How does the agency handle lateness, theft, or other complaints about service?
- What will the agency do if you are dissatisfied with the person assigned to provide your service?