

ABOUT US

Senior Concierge Management is a locally owned and operated Geriatric Care Management company that was founded in 2023 and serves the Palm Coast area in Florida. We are health and human services specialists who guide, support and advocate for families caring for older adults. We offer a holistic and client-centered approach to understanding the needs of our older adult clients and provide solutions to challenging situations in times of uncertainty.

Our care management team has a wealth of experience in the senior care field and is dedicated to gerontology, care management, social work, and nursing. We provide services to those living at home, in assisted living, in memory care, or in clinical settings. Our professionals can assess a client's living situation, provide a written Care Plan, attend medical appointments, interact with physicians, and care providers, and intervene in emergency situations.

Our mission is to provide the professional guidance and support you need to ensure that your loved one receives the quality care they deserve. We look forward to getting to know each client personally and to becoming a positive force in



SERVING

- ▶ **PALM COAST**
- ▶ **FLAGLER BEACH**
- ▶ **ORMOND BEACH AND BEYOND**

SENIOR CONCIERGE & MANAGEMENT



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AGING LIFE CARE MANAGEMENT

Professional care management for aging adults and their loved ones since 2023.

Now in the Palm Coast Area

CARE MANAGEMENT SERVICES

CARE ASSESSMENT & MANAGEMENT

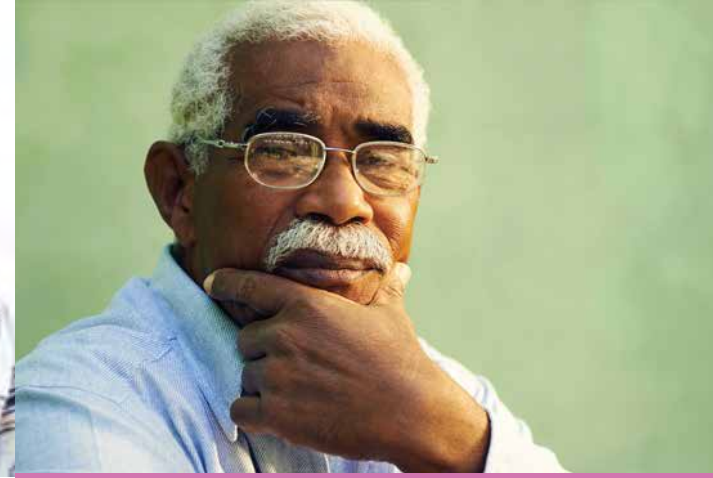
In-home evaluation and client assessment.
Ongoing support to monitor the client's changing physical, social, and cognitive needs.
Regular communication with family members, decision-makers, and healthcare professionals.
Identify deficit and unmet needs and match them with appropriate resources.
Provide a written plan of care that outlines short and long-term goals and services.

CRISIS INTERVENTION 24/7

Available 24/7 for clients facing a crisis.
Advocate and assess emergency situations including hospitalizations.
Monitor sudden changes in conditions or behaviors.
Advise and assist in urgent situations requiring immediate attention.

MEDICATION MANAGEMENT

Follow orders from the prescribing physician to support proper adherence to the medication regimen.
Organize medication trays, order current Rx refills, and communicate with prescribers.



LEVELS OF CARE

1. Phone Consultation (Fee)

Speak with our team to provide an overview of the client's situation so that we can determine whether we can provide beneficial guidance and advocacy.

2. In-Person Consultation (2 Hour Min)

Meet with our team to discuss the unique situation, challenges, and needs in order to develop a personalized strategy and plan for aging.

3. Care Assessment (4 Hour Min)

Meet with our team to develop a written Care Plan detailing the next steps, resources, and outcomes that will give decision-makers the tools for navigating the established path or the option to foster ongoing Care Management services from ECM.

4. Ongoing Care Management (Hourly)

Work with our Care Managers on an ongoing and fluid basis to implement the provided Care Plan and to help families navigate the changing dynamics of the individual's care needs.

CARE MANAGEMENT SCENARIOS

Care Management is a far-reaching support service that is often difficult to adequately define. Below are a few scenarios where Care Management could be an invaluable support:

- ▶ An elderly couple living at home with no family available to advocate for them.
- ▶ A young mother juggling the demands of raising toddlers, her career, and navigating the complex needs of her aging parents.
- ▶ A son struggling to successfully provide long-distance caregiving since he cannot be present to attend weekly doctor appointments or unforeseeable emergency room trips.
- ▶ A large family where numerous siblings have varying opinions on whether it is time to move their parents to a senior living community.
- ▶ A spouse facing the recent diagnosis of dementia and uncertain as to how to plan for the disease progression.
- ▶ A senior care professional needing further advocacy and guidance for a client with support needs that are outside of the care professional's scope of service.

