



NIGHTINGALES

HOME HEALTH SERVICES

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News & Notes

Newsletter of Nightingales Home Health Services

January 2007

Letter from Directors

Dear Members of Nightingales Family,

May this New Year be filled with Prosperity, Good Health and Happiness to you.

January 2007 – Nightingales Home Health Services is completing eleven years of service in providing all possible and personalized medical care right at your doorstep.

True, as providers of quality services we have been inspired by Florence Nightingale, the Lady with the lamp who often worked for twenty four hours at a stretch (incredible indeed!). We too work twenty four hours a day on all days of the week in attending to your medical needs. It is all because of your good will and trust in us.

Eleven years of continued service to a growing number of satisfied families is not a small achievement. The growing demand for our services is not only encouraging but also reflecting the confidence you have in our commitment and performance.

You'll be happy to note that the elder care projects of Nightingales Medical Trust have emerged as model ones and have been recognized internationally too!

As usual, we always strive to improve the quality of our services and to build lasting relationships. Your satisfaction is our priority and your trust, we value.

Remember we are just a phone call away whenever you need our services.

With best wishes.

Dr. Radha S. Murthy
Director - Medical

S. Premkumar Raja
Director - Administration

Short-Term Stay for Elders

While going out of station, children can send their aged parents to NESTS - a Nightingales facility for comfortable short term stay with food, personalised nursing support - all under doctor's supervision. For details, contact Dr. Radha on 98440 37381



An International Award

The Citation of Honour as part of 2005 IAHSa Excellence in Ageing Services Award has been presented to NMT by the International Association of Homes and Services for the Ageing (IAHSa) USA. This is indeed an encouraging recognition to Nightingales.

Our Services at Your Doorstep - 24 Hrs.

- Doctors Visit
- Bedside Nursing
- Post Operative Care
- Collection of Samples and Lab Investigations
- B.P. Recording
- Injections
- Wound Care & Dressing
- Enema & Catheterisation
- Physiotherapy
- ECG
- Nebuliser
- Ryles Tube Insertion
- Emergency Management
- Oxygen
- Dental Care
- Ambulance Service
- Diet & Psychiatric Counselling
- Pharmacy Services & Supply of Medicines
- Fixing Appointments
- Escorting Patients
- Hiring Wheel Chairs, Surgical Cots, Walkers, Pulsoximeters & other equipments

Milestones

- ❖ **January 1996** - Nightingales Home Health Services commenced operation
- ❖ **March 1998** - Nightingales Medical Trust founded by the promoters of Nightingales Home Health Services
- ❖ **February 1999** - Award for Vocational Excellence from Rotary Bangalore
- ❖ **December 1999** - Nightingales Elders Enrichment Centre inaugurated
- ❖ **March 2000** - Nightingales Lifesaving Services
- ❖ **March 2001** - Nightingales Project for Underprivileged Elders
- ❖ **April 2002** - Elders Helpline in association with Bangalore City Police
- ❖ **November 2003** - Karnataka Rajyotsava Award for outstanding Social Services to Dr. Radha S Murthy
- ❖ **December 2003** - Elders Economic Security Initiative to provide employment for Senior citizens
- ❖ **February 2004** - Sandhya Kirana, a Day Care Centre for underprivileged elders along with Bangalore Mahanagara Palike
- ❖ **September 2004** - Home Nursing Training for underprivileged women
- ❖ **December 2004** - Steady Steps, a Fall Prevention and Rehabilitation programme for elders
- ❖ **April 2005** - Honorary membership at the International Federation on Ageing, Canada
- ❖ **April 2005** - Drafted a draft bill on "The Elders Protection of Rights & Redressal of Grievances Act" and submitted to the State Government
- ❖ **June 2005** - Received the Rotary Service Award for excellence among voluntary organizations
- ❖ **June 2005** - Received Paul Harris Fellowship from Rotary Foundation
- ❖ **October 2005** - Elders Police Hotline Scheme launched
- ❖ **November 2005** - Government allotted land for Geriatric Institute
- ❖ **May 2006** - The achievements of Nightingales Elder Care Projects presented at the International Federation on Ageing Conference in Copenhagen
- ❖ **June 2006** - Nightingales Mobile Medicare for Rural Elders launched
- ❖ **June 2006** - The IAHSA Award for Excellence in Ageing Services formally presented to NMT by the Governor of Karnataka
- ❖ **August 2006** - Nightingales associated with Alzheimer's and Related Disorders Society of India (ARDSI) and the Bangalore Chapter of ARDSI launched
- ❖ **November 2006** - NMT empowered to issue Government approved ID Cards to elders
- ❖ **December 2006** - Community Training in Computers for senior citizens



Personalised Medical Service at Home - Acute Care

FREE Medical Assessment to Members

Our Doctor will visit your home, study your medical history and do the medical assessments. This service is free for new members and only once, if desired. This assessment will help us serve you better. Please call 23548444 and fix up an appointment.



Ambulances for Effective Emergency Management

Busy persons! Are you worrying about the medical needs of your aged parents while you are away at work?

Leave your worries to us. With years of experience and proven expertise in catering to the medical needs of the elderly we can take good care of them. Depending upon specific needs we can work out special packages for the well being of your dear ones. You will receive periodic reports from us.

For details contact: Mr. Raja on 92431 00560



Medical Care with Home Comforts - Regular Check-up

Membership Card / Renewal of Membership

If you have not received your membership card yet, please bring it to our notice. Kindly renew the membership well in advance to avoid inconveniences.

Do you know ?

- ✓ So far over 200 lives have been saved due to our prompt and efficient emergency care
- ✓ Every day about 140 persons avail our services at their homes
- ✓ At any given time, 50 elderly patients avail our 24 hrs bedside care at their homes, which is otherwise available only in hospital setups
- ✓ Nightingales is the only organization in Karnataka offering a wide range of health care services at your home

HOME, A GOOD PLACE TO BE IN WHEN SICK

Home ensures peace of mind, confidence and security. Company of loved ones makes the patients forget loneliness. The familiar family surroundings bring a sense of comfort and relaxation and remove fear and anxiety. Recovery is always faster when the patient is relaxed and comfortable in the home environment.

Many cases of illness can be cared for quite satisfactorily at home provided the care givers are trained and committed.

(Selected from Modern ways to Health)

Members to note please

- While calling for service, kindly give the receptionist all necessary information clearly - patient's name, member's name, address, phone number, service required, emergency or not.
- Please see that our staff are not made to wait for long at your homes. They have other appointments.
- Avail services only by directly calling our office phone numbers notified herein and not by calling any of our staff over his or her private phones. Our office is open 24 hours, all days. All phone calls to the administrative office are recorded and reviewed.
- Guests and other family members who are not registered will be charged extra.
- Payments are to be made on presentation of bills preferably by cheques. Ensure that you receive receipts for all payments.
- Price list can be had on request. Charges vary according to distance. Rates are subject to change periodically.

For complaints and suggestions

Our day and night services are personally directed and supervised by the Directors themselves. Every service is closely monitored by them. Reports on any shortfall or deficiency are immediately looked into and rectified. For any deficiency in services call

Dr. Radha on 98440 37381 or Mr. Raja on 92431 00560

Advantages of enrolling with Nightingales

- All our services are at your doorstep and round the clock
- No more driving to and waiting at hospitals for you
- Regular checkups and administering of medicines become easy for you
- Our tie-ups with super speciality hospitals in the city is an added advantage
- Our Emergency and Ambulance Services are very efficient
- All our services are prompt, reliable and professionally managed



Bedside Nursing - Kind and Compassionate

JOIN HANDS

Nightingales Medical Trust (NMT) is promoted by the founders of Nightingales Home Health Services.

NMT is a non-profit organization working for elders welfare.

All the projects are performing well and the services are in good demand and are utilized by a growing number of elders.

Individuals and organizations committed to social causes are supporting our programmes.

If you can spare time, talent and resources, you are welcome to associate with us.

Let's come together and add life to the twilight years of the elderly.

For more details, please contact us on 23548444, 23548555 or visit us at www.nightingaleseldercare.com

Benefits of Nightingales Bedside Nursing

- Our Nursing staff are committed, qualified, trained and experienced
- We provide substitutes to ensure continuity in services
- Services are supervised and monitored by Doctors and Nursing Superintendents
- Our Nurses are specially trained in elder care and CPR to handle any emergency
- Nursing services are backed by a wide range of Nightingales other medical and support services at your doorstep

We offer Special Home Medical Care Packages for Service Apartments, Hotels, Institutions and Corporates. We also offer Group Registrations to Apartments. For details, contact Mr. Raja on 9243100560

Government Authorized ID Cards to Senior Citizens

The Government of Karnataka has authorized Nightingales Medical Trust to issue Identity Cards to senior citizens. This will enable elders get various concessions offered to them by the Union and State Governments. Those who wish to utilize the facility can get the application forms at the Nightingales Office. Age proof and two passport size photographs should be given along with completed application forms. The cost of the ID Card is Rs. 25 only.