About Us

Since 1986, Michigan Visiting Care (MVC) has provided a broad range of high-quality skilled nursing, and Home Health Aide services ranging from minimal assistance with personal care to highly technical and specialized nursing support in the comfort of your own home. All home services are customized to fulfill your unique and changing needs, with shifts ranging from 4 - 24 hours per day, 365 days a year.

Contact Information

Business Hours: Monday through Friday: 8:00am - 5:00pm
Phone: Local (734) 477-7298 or Toll-Free 1-800-822-7298
Fax: (734) 998-2369
During weekends, holidays, and after 5pm on business days, the caller has the option to leave a message or be routed to the answering service.
Web Address: https://homecare.med.umich.edu/Michigan-Visiting-Care

Home Health Aide Services

Home Health Aides are personal care providers who work under the direction of a Registered Nurse. Home Health Aides can provide services such as:

- Activities for daily living (Dressing, Eating…)
- Personal care (Showering, Bathing)
- Light housekeeping
- Errands
- Companionship
- Laundry
- Meal preparation
- Transportation
- Respite Care
The MVC Supervisor will work with you to create a service plan tailored to your individual needs and goals. This will define specific services to be provided and the frequency of care. The development of your service plan is based on your personal preferences, cultural and spiritual needs. Financial responsibility for services is paid by you, or coordinated through your approved insurance coverage. Typically, most insurance do not cover private duty home health aides, in this case you would be required to pay.

**Private Duty Nursing Services**

Skilled Nursing services utilize Registered Nurses and Licensed Practical Nurses (as directed by the Registered Nurse) who are experienced in providing care for children and adults with complex medical needs such as a tracheostomy, ventilator support, limited mobility. The MVC Supervisor will work with you and your physician to create a service plan tailored to your individual needs. Financial responsibility for services is paid by you, or coordinated through approved insurance coverage. If your home care needs are covered by insurance, the amount of approved hours and type of care is determined by your insurance company. Once care is established, MVC staff can assist you with communication and provide re-certification documents as requested by your insurance provider.

**Hourly Service Rates**

- Registered Nurse: $52.00 per hour
- Licensed Practical Nurse: $45.00 per hour
- Home Health Aide: $23.75 per hour

**Differentials** During midnight shift (11pm through 7am) and on weekends (12am on Saturday through 11:59pm on Sunday), there will be a surcharge added to the hourly rate as follows:
RN/LPN surcharge: $2.00 per hour
Home Health Aide surcharge: $1.00 per hour

**Services Provided on Holidays** will be charged at a premium of time and a half for any of the following UMHS recognized holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and the day after Thanksgiving, and Christmas Day.

**Minimum Hours of Service**

Four (4) hours of service is the minimum shift provided by MVC personnel. This is due to the expenses related for personnel to travel to and from your home. Exceptions may occur as determined by the MVC Nursing Supervisor or designee and client approval.

**Scheduling and Canceling Visits**

**Scheduling:** Staff providing services to you are employed by MVC. All scheduling must go through our office and you will be provided with monthly schedules indicating the name of the employee name and hours of care. MVC must know and approve employees that are providing service to you. MVC will not accept any liability for care that is not requested through and coordinated by the MVC office. Thus, any requested variation from the established service schedule must be directed to the Michigan Visiting Care office and not arranged directly with the employee. MVC employees are not allowed to make private care arrangements with you; this will jeopardize their continued employment with us. MVC cannot guarantee assigning specific employees, however, we do promise to make every effort to support your needs.

**Canceling:** If you need to change your visit day or time, it is important that you let us know 24 hours in advance so we can reschedule.
Failure to provide the MVC office with 24 hour advanced notice will result in MVC billing you for the entire duration of the scheduled shift. Additionally, if you are not available during the scheduled date and time, you will be billed for the entire duration of the scheduled shift.

**Emergency Backup Plan:** MVC will do all we can to provide staff for your scheduled visit. However, in the unusual event where staff are not available, MVC will contact the emergency contact person you have identified to cover your care needs during that time.

**Employees:** Personnel are employees of MVC. Employees are not allowed to make private employment arrangements with you or your family. If this occurs, the employee will no longer be employed by MVC, nor will you receive further services from MVC. Should you hire an MVC employee directly, you will pay MVC a finder's fee of $5000, all legal fees, and forfeit any deposit that was paid.

**Discontinuation of Services:** You may discontinue services with a one week advance notice to MVC. If you discontinue services without a one week notice, you will be responsible for payment of all scheduled shifts for one week following the date of cancellation. MVC may discontinue services to you with a seventy-two (72) hour notice.

**Transportation and Mileage**

If you request transportation or assistance with errands by an MVC employee, this must be arranged and approved by the MVC administrative office. A waiver form must be signed prior to the employee assisting you with errands or transportation. If you MVC personnel will be using their own vehicle to provide these services, a mileage charge equal to the current University of Michigan reimbursement rate per mile will be billed to you.
Emergency Management Plan

In the event of a natural disaster, we have an emergency operations/management plan to continue necessary patient services. We will make every effort to continue home care visits to meet your medical needs. However when conditions make it too dangerous to travel, our staff will contact you by phone, if possible, to let you know that they are unable to make your visit that day.

Patient Experience, Satisfaction Surveys, and Showing Appreciation

MVC provides satisfaction surveys twice per year (every January and June). Your answers will help us improve our services and ensure that we meet your needs and expectations.

You may also give feedback about our service anytime by visiting https://homecare.med.umich.edu/Michigan-Visiting-Care. We welcome your compliments, complaints, and suggestions.

If you would like to formally recognize an employee for outstanding care, you may nominate them for a Making A Difference Award by telling a staff member or by nominating them at the following website: http://www2.med.umich.edu/mchrd/makeadifference/nomination.aspx