

# Iona Care Management

## How We Can Help During the COVID-19 Pandemic

### CONSULTATIONS

Iona's teams of licensed nurses and social workers have a deep knowledge of community aging resources, the health care system, and advance care planning.

**Ask your critical questions and gain expert advice and customized referrals so that you know what you need now and down the line.** Consultations are available over videoconferencing or phone.

**We are here to support you with any of the following:**

#### **Creating or updating advance directives:**

Do you need to draft or update your advance directives? These are the legal documents that allow you to specify who will make health care decisions for you if you cannot. They also cover your wishes for care at the end of life. Our nurse care managers can guide you this process and if needed make referrals for legal advice, so you can be sure that your documents reflect your care preferences during the COVID-19 pandemic.

#### **Evaluating options for health care and care at the end of life:**

Do you have concerns about health care during the COVID-19 pandemic? While our nurse care managers cannot diagnose or recommend treatment, they can help you understand current options for health care. They can also advise you about choices for care at the end of life.

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**Our services are personalized, ongoing, and as-needed.**

#### **We offer:**

- Guidance during health crises or other emergencies.
- Custom advice and referrals to help you evaluate your housing and care options.
- Local and long-distance family support.
- Coordination and arrangement of home care services.
- Future-planning guidance for down-the-line needs.

### **Planning for aging solo:**

Are you aging without a family member or friend to serve as your caregiver should you need one? Our care managers can help you identify sources of support and create a plan for navigating health challenges.

### **Finding resources:**

Our care managers can help you identify aging-in-place services and long-term care options that can meet your needs now and in the future.

### **Caregiver coaching:**

Caregiving during the COVID-19 pandemic can be challenging. Our care managers can advise on difficult decisions about care and strategies to manage caregiver stress.

## **CARE MANAGEMENT**

Care management involves assistance navigating the health care and long-term care system. Typically, care managers make home visits and monitor care in hospitals and long-term care facilities. During the COVID-19 Pandemic, our care managers are assisting clients through videoconferencing and phone calls only, for your safety and theirs.

*If you have questions or would like to learn more, please call (202) 895-9448 or email [info@iona.org](mailto:info@iona.org).*



### **FLEXIBLE**

Our Care Managers can meet over videoconferencing or phone.

### **COST-EFFECTIVE**

You pay for only the services you need at that time. And, long-term care insurance might cover some costs.

### **PERSONALIZED**

As part of Iona Senior Services, a nonprofit leader in aging for more than 40 years, our licensed social workers and nurse care managers tap into a deep knowledge of local resources to create and follow through with a custom plan that meets your needs.