

AGAPE ADVOCATES

PROVIDING COMPASSIONATE RN MEDICAL CARE
MANAGEMENT AND ADVOCACY

Care Call Frequently Asked Questions:

1. **“I can just call my loved one myself, right?”**
 - a. Of course! Many families try to call daily, but life gets busy, and sometimes calls are missed. Our service ensures your loved one gets reliable check-ins every scheduled day, no matter what. Plus, we notify you (authorized emergency contact) if we notice any concerns.
2. **“My loved one doesn’t like talking on the phone.”**
 - a. That’s okay! Our calls are short, friendly, and tailored to the members’ comfort level. Some members just like a quick ‘hello, how are you?’ while others enjoy a longer chat. We adjust based on the needs of each person. We can even do text-based check-ins for our more tech-savvy members.
3. **“What if they don’t answer?”**
 - a. If you or your loved one misses a call, we follow our safety protocol by making 3 total attempts to contact the member within a 60-minute time frame. If we still do not receive a response, we follow an agreed upon emergency protocol—whether that’s notifying an emergency contact, a neighbor, or a caregiver.
4. **“What if my loved one has an emergency?”**
 - a. While we are **not** a medical emergency service, our Care Calls can help identify early warning signs before issues become emergencies. If we notice anything concerning, we notify the family or emergency contact immediately. *We also reserve the right to escalate calls to local emergency services if the situation appears to be highly concerning and/or serious.*
5. **“My loved one is independent. Is this still something that can be useful to them?”**
 - a. The short answer is, **YES!** Our Care Calls aren’t about taking independence away, they’re about helping our members stay independent longer by ensuring small issues don’t become big problems. Plus, many of our members enjoy having someone to talk to, even briefly.
6. **“We already have a home health aide. How does this help?”**
 - a. That’s wonderful! Our service works alongside home health aides (also known as caregivers) to provide additional support on days when caregivers aren’t present. Plus, our calls are quick and convenient, requiring no in-person visits. Having peace of mind knowing your loved one is being checked on is why we do what we do.
7. **“I’m not sure if my loved one will like this.”**
 - a. That is completely understandable. We offer a **FREE TRIAL** with 2 complimentary Care Calls so that everyone can experience this service first-hand. There’s no upfront commitment, just a chance to see if you (or your loved one) will enjoy it.
8. **“What happens if we want to cancel a membership?”**
 - a. We have a flexible cancellation policy—just let us know 7 days before your next billing cycle, and you won’t be charged for the next month. There are **NO CONTRACTS** and **NO** long-term commitments.