

THE FAMILY MEMBER HOME CARE SERVICES



Service Request Form

NAME OF THE CUSTOMER : _____

ADDRESS : _____

MOBILE NO : _____ **EMAIL ID :** _____

SERVICE REQUIREMENT FOR : _____ **NAME :** _____ **AGE :** _____

SERVICE REQUIRED: ☐ NURSING ☐ ATTENDANT ☐ EQUIPMENTS ☐ MEDICAL

TIME: _____

DURATION : ☐ ONCE ☐ WEEK ☐ FORTNIGHT ☐ MONTH ☐ OTHER

THE CARE GIVER DETAIL: _____

Rules & regulations for services:

- This service will be provided upon the request of the customer himself/herself for self/family member.
- Time duration of the nursing staff will be of 30-45 minutes per visit.
- Time duration of the attendant staff will be of 60 minutes per visit.
- Nursing staff will perform all the duties mentioned in the service manual of the welcome kit.
- Attendant staff will perform all the duties mentioned in the service manual of the welcome kit.
- The rates per visit will be charged as per the charge sheet given in the welcome kit.
- The customer will not do any kind of financial transactions with the staff apart from the fees payable for the service, and if done otherwise except the fees, the management will not be held responsible for that.
- The fees – service charges will be paid in any form mentioned by the management time to time, like cash, cheque, wallet payment etc.
- The service charges will be slight higher on Sunday and any public holidays due to staff holiday, this is also mentioned in the rate sheet in the welcome kit.
- For the customers, who have paid advance service charges of 15 days or more service, the management will provide the service staff even on Sunday and public holiday at the same rates.
- In any emergency circumstances if the staff is not made available on any day to the customers, the advance payment of such day will be adjusted accordingly and the management can't be forced to provide the services.
- The staff will work with utmost care, dignity and integrity. But if you find any service related or behavior related complaints, you are requested to inform the management immediately.
- During performing the fiduciary duties as nurse or attendant, if the patient met with any natural issues, health related problems or any accidental issues, the staff and/or the management will not be held responsible.
- The management will submit all the details of the service staff like id proof, address proof, personal verification and police verification and experience details to the customer for their reference.

I have hereby read all the rules and regulations and I hereby abide by them.

DATE: _____

SIGNATURE OF THE CUSTOMER