

DEFINITIONS

PLAN OF SERVICE:	A plan for the provisions of services. When a customer contacts Homeward Bound Services, Inc. to order services, Homeward Bound Services, Inc. can assist the customer, or the customer's doctor, or other caregiver in determining which services (A thru G) the customer would like to receive and in creating a schedule to provide those services when the customer wants them.
WAITING PERIOD:	A cost containment measure of 6 or 12 months in duration, that applies to all customers who have current needs or who may need services for a current condition.
MEDICAL HISTORY:	Medical diagnosis, surgery, medications, medical advice or treatment by a doctor, hospital or therapist prior to the date of the contract.
NON-MEDICAL:	Services performed by someone other than a doctor, Registered Nurse, Licensed Practical Nurse, or therapist.
DANGEROUS:	Causing harm or threat to harm and or serious infection to the service provider.
RENEWAL:	The annual subscription price after the first year. Rates are subject to change at the time of renewal upon thirty (30) days written notice to the customer.
DAILY HOME SERVICE SCHEDULE:	The number of service days purchased and indicated on the contract.
BRONZE:	A program providing for 30 days of non-medical home care services.
SILVER:	A program providing for 90 days of non-medical home care services.
GOLD:	A program providing for 180 days of non-medical home care services.
PLATINUM:	A program providing for 360 days of non-medical home care services.
SERVICE PROVIDER:	An Agency or entity authorized by H.B.S., Inc. to provide home care services A thru G.
HOME CARE SERVICES:	Services for Cooking, Eating, Bathing, Dressing, Shopping, Laundry, Light Cleaning and Toileting.