

Welcome to Premier Recovery Care!!!

We are happy that you have selected us from all the available options for your post op care. Let’s go over a few things to set the tone for this wild ride, we call recovery!

1. Our daily schedule is a tentative schedule and can change based on the events of the day. Please be dressed and ready for appointments. If your appointment time is within a few minutes of another client’s time, you both maybe traveling together and may have to leave a few minutes earlier to keep transportation costs low. If you do not want to leave a few minutes earlier to ride with another client, you are able to schedule an uber or Lyft at your own expense.
2. Massages are done daily, and we try to adhere to the schedule, however times may change based on events of the day. Please be ready for massage when called to receive one. If you miss your massage for the day, you may be able to receive one later in the day if time permits. Massages are included (free), if you take advantage of them or not, there isn’t a refund if missed.
3. IV therapy is scheduled according to the time you come out of surgery and by the availability of our mobile therapist. You will be notified of their ETA when we receive confirmation of them being enroute.
4. Your detailed invoice covers all the services you have booked while in our care. Any additional services, transportation, errands, etc. are at an additional cost to you. Please confirm transportation is available and the cost-of-service prior, or you can utilize uber or Lyft at your convenience.
5. Please do not leave the house without notifying staff. When going outside, fajas must be completely covered and compression socks not shown. Our community specifically requested that they do not be exposed to post op patients in soiled surgical garments or encounter anyone not physically able to carry out normal day-to-day functions. Each occurrence, I will be assessed a $500 fine immediately. You will be responsible for making payment if a fine is assessed due to you violating the rule. Please cover up and we can save some money! We will get in and out of the vehicle inside the garage for the aforementioned reason.
6. The house is my personal home, and I ask that you do not go in the refrigerator, my room, or the garage unless entering or exiting the vehicle. Please adhere to the no entry signs posted in each area.
7. Our staff is coed, and everyone is fully trained and qualified to assist you. A female provider may not be available at times, if a female is your preference, you may have to wait until one is available. There will be times during a 24-hour period that I (Victoria) will not be available to you, please allow assistance from whomever is available to you.
8. Please ring the bell anytime you need assistance. The day of surgery and day after we expect you to need the most assistance until you have got into a routine of how to get in and out of the bed, go to the restroom, and etc. By day 3 you should be independent enough to go to the restroom and get in and out of bed unassisted. If you aren’t, please ask for assistance. We are here to assist you if needed. Please always be respectful and kind to staff. Please do not be abusive to staff, if something is inches away from you and you can get it yourself, please do so. A closed door means you are requesting privacy, and we will check in periodically if desired.
9. Please use the bell for assistance, please do not text, because phones are not always monitored.
10. Your medication schedule is according to how your doctor prescribed dosages, we will remind you to take medications based on medication frequency. You can decide which meds you wish to take or not. You may take full control of your medications at any time. Please notify us of any medications or supplements you may have in addition to the prescriptions provided.
11. The front gate, pedestrian gate, and the front door are all controlled via mobile app on my phone. Please do not place delivery orders without my prior approval. If I am not available to remotely open the gate the gate will not open.
12. If you have an issue, please notify me immediately and measures to remedy the issue will be executed promptly. Our goal is to provide an environment where you feel cared for and seen.
13. Guests/companions are not allowed inside the home. Guests/companions are not allowed to visit during your stay. Please be respectful and mindful of other guests’ privacy and adhere to the policy. Violation of this policy will result in termination of care and services. Termination is not subject to our cancellation or refund policy.