

HERITAGE HEALTHCARE SERVICES LLC

6200 Baltimore Ave. STE 300

Riverdale Park, MD 20737

Phone: (301) 613-2064

Fax: (301) 202-3646

Email: Info@herihealthcare.com

Dear Prospective Client,

Welcome to **Heritage Healthcare Services LLC**. We are honored that you have chosen us to support your healthcare needs at home. Our dedicated team is committed to working closely with you and your loved ones to develop a personalized home care plan that meets your unique needs and enhances your quality of life.

We coordinate care with flexibility and precision, ensuring that our visits and service hours align with your treatment plan and personal schedule. If you have any upcoming appointments or changes in your availability, please notify us as soon as possible so we can make the necessary adjustments. Likewise, if we must reschedule a visit, we will make every effort to accommodate your needs promptly.

Included in your **Client Information Folder** are important documents such as your rights and responsibilities, self-determination policy, consent for release of information, service agreement, home safety guidelines, and other helpful resources. Our team will review this information with you prior to the start of care to ensure clarity, comfort, and high-quality service delivery.

If you have questions or concerns, our office is available Monday through Friday, from 9:00 AM to 5:00 PM. After-hours support is also available through our 24/7 answering service.

We look forward to caring for you with compassion, respect, and professionalism.

Sincerely,

Onyebuchi Ukaeje, PhD

Administrative Director

Heritage Healthcare Services LLC

For Complaints or Concerns, Please Contact:

1. **Quality Assurance Manager** – Esther Olubowale DON
Phone: (301)613-2064
2. **Main Office** – 9012 Breezewood Ter. Greenbelt. MD 20770

If your concerns are not resolved to your satisfaction, you may contact:

- **Maryland Department of Health – (410)767-6500**
- **Complaint Hotline – (410) 402-8015**

- **Medicaid Hotline – 1-800-788-034**