



EXTRA CARE AND SUPPORT

Since 2005, Family Choice of New York has been providing additional care and support to individuals who reside in nursing homes and assisted living facilities in Western New York while working closely with the medical professionals and facility staff they already know and trust.

"The Family Choice team is comprised of a wide array of professional and support staff. By combining the talents of our dedicated team, we strive to truly make a difference in the lives we touch every day," says Jill Mendlen, founder and CEO.

A Registered Nurse, Mendlen believes that everyone deserves the best care possible. "Our goal is to ensure individuals receive the highest level of primary and preventative medical care and social services in the comfort of their own home, wherever they may reside," she explains.

Individuals are assigned a Family Choice Nurse Practitioner and Social Worker who work in collaboration with facility staff to develop an individualized care plan that addresses a patient's specific needs with a focus on identifying potential problems before they become serious. Family Choice Nurse Practitioners keep in close contact with family members as well.

"Our integrated team, which includes Medical Directors, Registered Nurses, Nurse Practitioners, Physician Assistants, Social Workers, and Care Coordinators, can assess, coordinate, and focus on patient-centered care delivery that truly reflects the unique needs of the individual—right where they are most at ease," explains Lisa Wheeler, Nurse Practitioner and Chief Operations Officer of Family Choice. "Our team partners closely with the patient's primary care physician, facility team, and family to make sure the patient is receiving all the services needed to live the best life possible. When individuals with multiple,

FAMILY CHOICE'S CORE VALUES

1

Always do what is right for the individual.

2

A better quality of life is maintained when safely treated at home.

3

We value the autonomy of the individual and their family to make informed healthcare choices.

4

Early identification of problems and timely intervention are key.

chronic health conditions can be safely and fully cared for at home, they maintain a better overall quality of life."

Core Values

"We believe in always doing what's right for those we are privileged to serve," says Mendlen. "We value the autonomy of the patient and their family to make informed healthcare decisions."

"Patients and families appreciate our team's passionate devotion and ongoing, regularly scheduled medical support—combined with the ability to pick up the phone 24 hours a day, seven days a week when help is needed," explains Wheeler. "That peace of mind is invaluable."

To learn more about Family Choice, please call 716-668-7051 or 1-800-506-7051, Monday through Friday from 8:30 a.m. to 5:00 p.m.



Family Choice
OF NEW YORK

**3332 Walden Avenue, #110
Depew, NY 14043
716-668-7051
familychoicenyc.com**