



1200 W. Hall St.
P.O. Box 157
Ozark, MO 65721
www.ormanor.com

Welcome!

Thank you for your interest in Ozark Riverview Manor.

Our staff is committed to serving the elderly in a kind and compassionate manner. We strive for excellence in caring for the entire person and meeting the physical, spiritual, intellectual, and emotional needs of all who consider this a home away from home.

We recognize this is a difficult time and we want to be here to help you. We will gladly answer all of your questions. The information enclosed in this packet, along with a tour of the facility, will provide you with the knowledge necessary to make an informed decision. Please do not hesitate to call or stop by - our door is always open. Thank you again for visiting.

Sincerely,

Russ Newby
Administrator



1200 W. Hall St.
P.O. Box 157
Ozark, MO 65721
www.ormanor.com

SERVICES AND CHARGES

- I. Ozark Riverview Manor offers private pay accommodations and is certified for Medicaid and Medicare. Long Term Care insurance filing is available. The Social Service Director will be happy to assist you in determining what financial plan best meets your needs. We have both semi-private and private rooms. For current rates, contact us.

- II. The following services are included in the affordable rate without regard to the level of care required:
 - 24 Hour nursing care/routine supplies
 - Activities and special events
 - Cable television
 - Chapel with on-staff chaplain
 - Daily housekeeping
 - Delicious home-cooked meals
 - Handfeeding
 - Housekeeping service
 - Laundry service
 - Palliative care
 - Pet therapy
 - Pharmacy delivery
 - Social services
 - Incontinent care products
 - Beauty/Barber shop



1200 W. Hall St.
P.O. Box 157
Ozark, MO 65721
www.ormanor.com

ADDITIONAL SERVICES

I. Ozark Riverview Manor provides the following services at an additional charge:

- IV therapy
- Non-routine medical supplies
- Occupational therapy
- Physical therapy
- Speech therapy

II. The providers of the following services will bill Medicaid, Medicare or you directly.

- Ambulance
- Dentistry
- Laboratory
- Massage therapy
- Newspaper delivery
- Optometry
- Personal telephone, services and charges
- Pharmacy
- Physician on-site visits
- Podiatry
- Psychiatry
- X-ray



1200 W. Hall St.
P.O. Box 157
Ozark, MO 65721
www.ormanor.com

GUIDELINES FOR LONG TERM CARE

I. Admission Information

- A. Prior to Admission the facility must receive the following information:
 - 1. An admitting diagnosis, Medication orders, rehabilitative potential and physical examination from the primary care physician signed and dated no more than 30 days prior to admission.
 - 2. Payment of the room and board charges for the remainder of the month at the current daily room and board rate.
 - 3. All admission papers signed by the responsible party, Durable Power of Attorney, or legal guardian, as well as copies of Medicare, Medicaid, and/or other insurance cards and advanced directives. Please make sure that that you bring your insurance cards and advance directives upon admission.
- B. Each resident must be seen by his or her primary physician upon admission, once every 30 days for the first 90 days, and at least once every 60 days following, as required by federal law.
- C. Admission is suggested to be Monday-Friday: 8:00 a.m.–2:00 p.m.
- D. Clothes should be marked with the resident's first initial and last name in waterproof ink. Laundry is free of charge. If a family member chooses to do a resident's Laundry, an airtight container must be provided and laundry picked up at least twice a week.

II. Helpful Information

- A. Spouses are permitted to share a room, unless deemed inappropriate for the overall well-being of clients by the facility care team and medical director.
- B. Visitors are welcome 24 hours.
- C. Mail should be addressed to P.O. Box 157, Ozark, MO 65721. Packages should be sent to 1200 W. Hall, Ozark, MO 65721.
- D. Personal delivery for The News-Leader, 651 Boonville, Springfield, MO 65806, 1-800-695-1969 and/or the Christian County Headliner News, 427 East South Street, Ozark, MO 65721, 581-3541, may be set up by contacting the appropriate vendor.
- E. Arrangements for a personal phone line should be made with CenturyLink, 211 South Third Street, Branson, MO., 1-573-893-2612. Each room is furnished with its own phone jack.
- F. Meal times are as follows:

Breakfast	7:00 a.m.
Lunch	11:45 a.m.
Dinner	5:00 p.m.