



## Telephone Use

### A Dartmouth-Hitchcock Affiliate

Visiting Nurse and Hospice for Vermont and New Hampshire (VNH) has expanded a process that ensures accuracy of visits and documentation for you or your loved one.

The system, called “telephony,” allows your home health aide, personal care attendant, and/or home maker validate via the telephone the time of arrival, services provided, and time of departure.

These calls are toll-free but will require the use of your phone. You will never receive a charge to your telephone account/bill for these calls.

The call to begin and end services will be brief, as it stamps the time in and out of your home. This records the date and time of the calls and verifies location of the services.

The call made to document the services provided during the visit will require more time, depending on the type of care and number of services provided. The phone calls also allow us to electronically capture documentation of your care and place the information directly into your medical record.

***If you have any questions or concerns, please contact  
VNH at 888-300-8853 or [www.vnhcare.org](http://www.vnhcare.org).***