

# PROVIDING PROFESSIONAL CARE IN HOME CARE

## Satellite Conference and Live Webcast

Wednesday, July 14, 2010 • 2:00-4:00 p.m. (Central Time)

3:00-5:00 p.m. (Eastern) • 1:00-3:00 p.m. (Mountain) • 12:00-2:00 p.m. (Pacific)

Caring for a home-bound patient can be rewarding and satisfying. The first step in achieving that satisfaction comes with providing care that's viewed as both courteous and professional, not just by your patients, but also your peers. Your level of professionalism is measured in everything you do – from your appearance and communication skills to your ability to maintain emotional control and respect patient rights. Program faculty will provide critical information on these topics and more to ensure you're providing the highest standard of care possible.

### FACULTY

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Bureau of Home and Community Services  
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Home Health Social Work Consultant  
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### PROGRAM OBJECTIVES

1. Know all aspects of providing professional care to include standards of conduct.
2. Learn three ways to communicate effectively.
3. Understand how to establish a professional relationship with patients.
4. Identify three patient rights.
5. Recognize examples of professional home health aides and attendants.

### CONFERENCE DETAILS

**Target Audience:** Home health aides, home attendants, and other professionals and family workers who administer and care for patients in the home setting.

**Continuing Education:** None for this program.

**Registration:** [www.adph.org/alphntn](http://www.adph.org/alphntn)

**Technical Information:** To receive complete technical information you must register at [www.adph.org/alphntn](http://www.adph.org/alphntn).

**Satellite** - Live satellite conference on C band (analog).

**Webcast** - Watch with RealPlayer or Windows Media Player. Test your computer with the "test connection link" at [www.adph.org/alphntn](http://www.adph.org/alphntn).

**Audio** - To listen by phone, call 1-888-557-8511. Enter access code 972-1530 #. Press # again to listen to the conference.

**On Demand** - Available 2-3 business days after the live broadcast from the On Demand page of our website.

**Conference Materials:** Posted on our website approximately one week before the program for registered participants.

**Conference Details Questions:** Call: 334-206-5618 | Email: [alphntn@adph.state.al.us](mailto:alphntn@adph.state.al.us)

## ALABAMA PUBLIC HEALTH TRAINING NETWORK

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