

## Frequently Asked Questions

- **Why should my organization consider using a professional Chaplain Service?**

A professional Chaplain Service will increase the effectiveness and success of your organization. Healthcare professionals agree that the best healthcare plans aspire to treat the whole person - body, mind, and spirit. Most organizations do an excellent job meeting the social, mental, and healthcare aspects of a patient's or resident's life. However, there are times when the caretaker will sense there is a spiritual need present that they cannot or might not feel qualified to address.

This is where Good Samaritan Chaplain Services can enhance and strengthen your organization. We incorporate professional spiritual care services into your array of available services and provide a more holistic approach to its healthcare practices. As professionally trained clergy, our chaplains connect with patients and residents on a spiritual level by providing personal spiritual care services such as visitation, encouragement, prayer, liturgy, sacraments and the reading of scripture.

We would be glad to further discuss how Good Samaritan Chaplain Services can meet your Spiritual Care needs. Please, contact us.

- **Why should my organization use a professional Chaplain Service, if we already utilize church volunteers or local clergy?**

Local clergy and volunteers play an important role in caring for patients and residents. As a matter of fact, Good Samaritan Chaplain Services often collaborates with them to enhance their service to the client.

Nevertheless, church volunteers as well as local clergy have their natural limitations. It is understandably difficult for many of them to commit to the regular personal spiritual care of patients and residents, since many of these volunteers have their own jobs, families and churches to consider. Also, many volunteers or local clergy frequently offer their assistance based on a personal connection such as a friend, relative, or a church member who happens to be a patient or resident of a specific facility. However, once that connection is lost often so too is the volunteer service.

As a result, many healthcare organizations feel like they are constantly trying to retain volunteers or recruit new ones. At the same time, they struggle to maintain an effective level of spiritual care, which positively reinforces the patient's or resident's healthcare plan.

Good Samaritan Chaplain Services guarantees a dedicated, consistent and professional level of spiritual care service to all of our clients, their patients or residents. Our chaplains, as stipulated in the client's contract, will be there on a weekly basis as a part of your interdisciplinary team of healthcare professionals providing a consistent level of spiritual care.

We would be glad to further discuss how Good Samaritan Chaplain Services can meet your Spiritual Care needs. Please, contact us.

- **How will a professional Chaplain Service benefit my organization?**

Here are a few of the ways Good Samaritan Chaplain Services will benefit your organization...

- **Decreases the expense of hiring a full-time Chaplain (\$65,000+ annually)**
- **Increases the number of services provided to clients and their families**
- **Increases overall bottom-line by attracting more customers and sales**
- **Increases success of patient/resident healthcare plans**
- **Increases personal attention given to each and every patient/resident**
- **Increases the quality of customer service**
- **Increases customer satisfaction**
- **Enhances company's public image**
- **Enhances community relations**
- **Increases level and quality of communication between patient/resident , family and staff**
- **Decreases patient/resident and family conflicts with staff**

We would be glad to further discuss the benefits of our Spiritual Care Services with you. Please, contact us.

- **How will Good Samaritan Chaplain Services work with my organization?**

Good Samaritan Chaplain Services exists to serve its customers and their Spiritual Care needs. Our goal is to tailor your Spiritual Care services to meet those needs. As professionally trained clergy, our chaplains will partner with you to work as a part of an interdisciplinary healthcare team and adhere strictly to HIPAA regulations.

Our Chaplains are tolerant and are well versed at working with people of other religions or beliefs. We do not pressure or coerce people to convert to any particular religion or promote any specific church. It is not our purpose to change or replace any patient's, resident's or family member's clergy, church, or religion. In fact, we strive to act as a liaison with a patient's or resident's local church and clergy to make sure their specific spiritual care needs are met.

Our focus is a one-on-one confidential relationship between our Chaplain and any resident, patient or family. Here are just a few of the ways Good Samaritan Chaplains will work to serve your organization's Spiritual Care needs.

- **Provide personal attention to each patient/resident**
- **Help to align care plans with values, promoting a culture of respect and dignity**
- **Connect with patients/residents on a spiritual level and care for their soul**
- **Provide spiritual services – prayer, liturgy, sacraments and reading of scripture**
- **Provide patients/residents with empathy and a sense of presence**
- **Assist patients/residents cope with their illness or changes in life**
- **Assist patients/residents to process emotions, grief and loss**
- **Help patients/residents consider ultimate and practical life decisions**
- **Provide a listening ear to patient's/resident's concerns regarding spiritual, religious, family, and end-of-life issues**

We would be glad to further discuss how Good Samaritan Chaplain Services can meet your Spiritual Care needs. Please, contact us.

- **How does Good Samaritan Chaplain Services price their services?**

Good Samaritan Chaplain Services prices their services by what we call “**Spiritual Care Packages**”.

The Spiritual Care Package is a bundle of specific services based on whether the customer is a residential, a non-residential facility or a business/organization. These packages include a specific number of hours of service per week and a complete list of the professional chaplain services that could be provided within the contracted service hours and based on the client’s needs and interests.

A customer may also choose to buy a one-time service outside of a Spiritual Care Package such as a memorial service, funeral service, holiday service, training workshop, etc.

Business Spiritual Care and Consultancy services are based on an hourly fee and the total cost is determined by the scope of the project.

We would be glad to further discuss our Spiritual Care Service prices with you. Please, contact us.

- **Can my organization customize a spiritual care package?**

Yes, Good Samaritan Chaplain Services exists to serve its customers Spiritual Care needs. If for some reason the client’s needs are not met in one of the standard Spiritual Care packages, we will be glad to modify it to fit the needs of the customer. The price of such a customized package would once again be determined by the hours of service per week as well as the spiritual care services included.

We would be glad to further discuss customizing a Spiritual Care Package for you. Please, contact us.