

Visiting Physician Dr. Maria Lee on Why She Refers Her Chinese American Patients to VNS Health

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By VNS Health TODAY

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Dr. Maria Lee is President of Living-at-Home Medical, a medical practice that serves New York City's Chinese American community, providing home visits by doctors and NPs. Living-at-Home Medical is also an in-network provider to VNS Health's health plan members as well as a member of CAIPA (Coalition of Asian-American IPA). When Dr. Lee refers a patient for home care or hospice care, VNS Health is often one of the choices she recommends. In her own words, here's why:

- 1. We have a large number of skilled Chinese-speaking home care clinicians.** “Many of my patients speak only Chinese, and they tend to prefer receiving care from someone who speaks their language and is familiar with Chinese cultural nuances. VNS Health Home Care has more Chinese-speaking nurses in Manhattan's Chinatown community than any other home care organization. Our patients speak very highly of the home care services they receive from VNS Health.”
- 2. They make referrals easy.** “Another reason we refer Living-at-Home patients to VNS Health Home Care is its user-friendly referral system. I use their software interface to make referrals online. The process is quick and easy, and I get sent secure messages with updates on the referral's progress. In addition, VNS Health's Provider portal makes it very easy to e-sign start-of-care and interim orders for both home care and hospice services.”

3. We provide culturally sensitive hospice care. “I’m a strong advocate for hospice care, which is an underserved area in the Chinese community. VNS Health has a number of Chinese-speaking hospice nurses available, especially in Manhattan’s Chinatown neighborhood. My own father was enrolled in VNS Health Hospice, so I have personal experience of the excellent, culturally attuned care they provide.”

Serving Asian American Communities Across New York

We have a long history of providing culturally sensitive care to Asian American neighborhoods, including:

Local Community Centers in Manhattan’s Chinatown, Sunset Park, Brooklyn and Flushing, Queens.

A Neighborhood Naturally Occurring Retirement Community (NNORC) team that partners with local community organizations to support Chinatown older adults.

Hundreds of Asian American clinicians, home health aides and health plan representatives who live and work in New York’s Asian neighborhoods, including Staten Island’s growing Chinese American community.

For more on our Community Centers, visit www.vnshealth.org/in-the-community/outreach-programs/community-centers/

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