Family **Journey Map**



1. A senior/family is referred to Oasis Senior Advisors.
2. Our Clinical Liaison does an initial intake to determine the family's care needs. If the family needs a referral to resources such as Elder Law, Council on Aging, Medicaid, Home Modifications, etc., connections will be made.

   If additional care in a community or in-home is necessary, they are connected to our Senior Living Advisors.
3. Our intake process allows us to understand the care needs, geographic preferences, financial parameters, personality, and lifestyle of our clients. We then use our proprietary Oasis IQ™ and our vast knowledge of each community to narrow down the best options.
4. The Advisor schedules a follow-up call to discuss the options we recommended.
5. The Advisor schedules a tour of the community options the family is interested in or schedules a home care assessment.
6. The Advisor attends tours with family (if they are community-focused).
7. The Advisor schedules a post-tour consultation to review and coordinate the next steps.

   We can assist in coordinating move managers, transportation, and many other facets of the transition.
8. The Advisor communicates with the community to schedule assessments, determine the level of care, and coordinate a move-in day.

9. The Advisor follows up post-move to ensure a smooth transition.
10. The Advisor is available for a care conference if needed after the transition if concerns arise.

Your Trusted Partner for Senior Living and Resources

oasis SENIOR ADVISORS®