



## NATIONAL HEALTHCARE CORPORATION (NHC) DIETETIC INTERNSHIP

So, you're looking for an internship? Look no further! Did you know that long-term care is one of the fastest growing areas of health care? Today's 40 million adults over the age of 65 comprise over 16 percent of the population and are expected to continue increasing over the coming years due to aging baby boomers. The health care industry needs qualified dietitians with expertise in the field of geriatric nutrition.

### WHO ARE WE?

Since 1971, National HealthCare Corporation (NHC) has combined exceptional care with a compassionate focus on patients and their families. Throughout the southeast, our affiliated centers provide rehabilitating care as well as skilled nursing care, homecare, hospice, residential and assisted living services. With over 150 facilities in 10 states, NHC is delivering the highest level of care, pioneering new approaches and celebrating achievements from the commitment that has guided us throughout our 49 years and continues to lead us forward.

### WHAT'S THE DIETETIC INTERNSHIP PROGRAM ALL ABOUT?

NHC's Dietetic Internship Program trains qualified individuals to become generalist dietitians, with an emphasis in geriatric nutrition. Accredited in 1982, the program includes rotations in hospitals and long-term care centers, as well as community experiences. NHC's dietetic internship faculty believes in providing a nurturing environment that is conducive to learning, as well as challenging academically.

### WHY SHOULD YOU APPLY?

- Unique job opportunities with NHC available upon graduation in the areas of clinical and food service management in a rapidly growing job market. Over the past five years, 50% of our graduates have chosen to accept jobs with NHC.
- NHC has provided quality dietetic training for 35+ years for over 250 graduates. Over the past five years, 97% of our graduates have passed the RD exam on their first attempt and 100% within one year.
- Variety of experiences working with over 35 preceptors in 10+ sites in middle TN.
- Economical program including monthly stipend, low tuition, liability insurance, meals, textbooks, and travel expenses.
- Graduate credit (3 hours required, 6 additional hours optional) with an option to complete your graduate degree at MTSU. The 6 optional graduate hours are awarded at no cost to the intern if they complete the master's in professional studies (MPS) with a concentration in Leadership in Nutrition at MTSU upon graduation from the program.

- Opportunity to travel including staff relief, consulting, pediatric rotation, and state and national convention.

*NHC is committed to being the senior care leader in customer and investor satisfaction.*

### LETTER TO PROSPECTIVE APPLICANT

September 1, 2020

Dear Prospective Applicant:

Thank you very much for your interest in the National HealthCare Corporation (NHC) Dietetic Internship Program. The NHC Dietetic Internship is celebrating its 39th year of providing quality dietetics education. Included with this information are specific guidelines and information about NHC's Dietetic Internship Program, applicant responsibilities for the Dietetic Internship application and for the computer matching process. The NHC Dietetic Internship Program is participating in a centralized application process. All applicants to the NHC Dietetic Internship must go through a computerized matching process with D & D Digital as well. Applicants should go to the Academy of Nutrition and Dietetics to receive instructions and timelines for computer matching and information on the Dietetic Internship Centralized Application Services (DICAS). There is a \$55.00 D & D computer matching fee, a \$30.00 NHC application fee and a \$50.00 DICAS fee.

I am pleased that you are interested in our program. In the next few months you will have to make many important decisions. With the NHC Dietetic Internship, you have options to not only continue your education but also begin a promising career. Potential applicants are welcome to contact the program director to schedule visits to the program. Fall visits are encouraged to help prepare you for the February 2020 application deadline. If you have any questions or need additional information, please call (615) 890-2020, ext. 1830 or email Patty Poe at [ppoe@nhccare.com](mailto:ppoe@nhccare.com).

Sincerely,

*Dr. Patty Poe*

Patty T. Poe. EdD, RD, LDN  
Director, NHC Dietetic Internship



2020-21 NHC Dietetic Interns



## OVERVIEW AND CURRICULUM

National HealthCare Corporation (NHC) is a long-term health care company that operates health care centers, memory care units, homecare programs, hospice programs, assisted living and independent living centers. NHC's health care centers provide skilled and intermediate nursing care as well as speech, physical and occupational therapy. NHC is recognized nationwide as an innovator in the delivery of quality long-term care. Our goal is to provide a full range of extended care services designed to maximize the well-being and independence of patients of all ages. We are dedicated to meeting patient needs through an interdisciplinary approach combining compassionate care with cost-effective health care services. NHC was founded in 1971, began trading publicly on NASDAQ in 1983, listed on the American Stock Exchange, and operated as a limited partnership from 1986 until December 1997 at which time it converted back to a corporation. To learn more about the sponsoring company, please visit [www.nhccare.com](http://www.nhccare.com).

In order to become a registered dietitian (RD) or registered dietitian nutritionist (RDN) an individual must complete a three step process including: 1. Complete the Accreditation Council for Education in Nutrition and Dietetics (ACEND) Didactic Program in Nutrition and Dietetics academic requirements plus obtain the minimum of a Bachelor's degree, 2. Complete an ACEND accredited supervised practice program (i.e. Dietetic Internship Program) and 3. Obtain a passing score on the registration examination for the RD or RDN credential as set by the Commission on Dietetic Registration (CDR).

"Effective January 1, 2024, the Commission on Dietetic Registration (CDR) will require a minimum of a master's degree to be eligible to take the credentialing exam to become a registered dietitian nutritionist (RDN). To be approved for registration examination eligibility with a bachelor's degree, an individual must meet all eligibility requirements and be submitted into CDR's Registration Eligibility Processing System (REPS) before 12:00 midnight Central Time, December 31, 2023. For more information about this requirement visit CDR's website: <https://www.cdrnet.org/graduatedegree> . In addition, CDR requires that individuals complete coursework and supervised practice in program(s) accredited by the Accreditation Council for Education in Nutrition and Dietetics (ACEND). Graduates who successfully complete the ACEND-accredited dietetic internship program at NHC are eligible to take the CDR credentialing exam to become an RDN.

In most states, graduates also must obtain licensure or certification to practice. For more information about state licensure requirements click <https://www.cdrnet.org/state-licensure> .

The primary objective of the program is to train qualified individuals to become competent dietitians. For the 2020-21 class, six dietetic interns were selected for the program. The ten-month internship program begins in mid-August. Currently, dietetic interns rotate through the following facilities: NHC centers in the Middle Tennessee area, Skyline Medical Center, Horizon Medical Center, VA TN Valley Healthcare System, Fresenius Kidney Care, WIC, Homecare, school foodservice, wellness and fitness experiences and various hospitals in Memphis for pediatric training.

NHC's Dietetic Internship is currently granted accreditation by ACEND and the United States Department of Education (USDE). Upon successful completion of the dietetic internship program, the interns will meet the ACEND required core competences and program specific concentration competencies for the RDN. In addition, intern graduates will be eligible for active membership in the Academy of Nutrition and Dietetics (AND) and to take the registration exam. Upon successfully passing the RD exam, individuals will be eligible to obtain the Licensed Dietitian Nutritionist credential in the state of Tennessee.

Care is taken during recruitment and selection, as well as actual administration, to protect student civil rights. The program director seeks a diversified class and works to maintain an appropriate percentage between minorities who interview for the program and those accepted. The program and sponsoring

organization both adhere to policies regarding the selection, hiring and promotion based on ability regardless of race, color, religion, creed, sex (including pregnancy, gender identity and sexual orientation), age, national origin, disability or genetic information. Student privacy is respected during the program. Grades and evaluation outcomes are handled on an individual basis, and space is provided in the internship director's office for private counseling as needed.

## **ACCREDITATION**

The NHC Dietetic Internship Program is currently granted accreditation status by ACEND of the Academy of Nutrition and Dietetics, 120 South Riverside Plaza, Suite 2190, Chicago, IL 60606-6995, 800-877-1600, Ext. 5400. (website <https://www.eatrightpro.org/acend> ; email [ACEND@eatright.org](mailto:ACEND@eatright.org)). ACEND is the only accrediting agency for dietetics education recognized by the USDE.

## **NHC MISSION, GOALS, AND OBJECTIVES**

All program goals and objectives are being met at this time. Specific outcome levels achieved for these objectives are available from the director upon request.

The mission of the NHC's Dietetic Internship is "To prepare interns to become successful entry-level registered dietitian nutritionists through supervised practice and didactic learning experiences in clinical, foodservice management and community nutrition with an emphasis in geriatric nutrition. "The mission of the program drives the goals and outcome measures that are listed below:

The specific program goals and objectives to meet these goals are listed below:

### **Goals and Objectives:**

#### **Program Goal 1: The program will produce competent graduates who are prepared for entry-level practice as registered dietitian nutritionists.**

Objective 1.1: At least 80% of program interns complete program/degree requirements within 150% of the planned program length.

Objective 1.2: Of graduates who seek employment, at least 83% are employed in nutrition and dietetics or related fields within 12 months of graduation.

Objective 1.3: At least 83% of program graduates take the CDR credentialing exam for dietitian nutritionists within 12 months of program completion.

Objective 1.4: The program's one-year pass rate (graduates who pass the registration exam within one year of first attempt) on the CDR credentialing exam for dietitian nutritionists is at least 80%.

Objective 1.5: Program graduates will rate knowledge and preparedness for entry-level dietetics practice as adequate, as evidenced by a mean score of 4.0 or higher (out of 5.0) on the graduate/employer survey.

Objective 1.6: Employers of program graduates will rate knowledge and preparedness for entry-level dietetics practice as adequate, as evidenced by a mean score of 4.0 or higher (out of 5.0) on the graduate/employer survey.

**Program Goal 2: The program will prepare graduates to practice in the geriatric nutrition field and provide a return on investment (ROI) for the sponsoring institution.**

Objective 2.1: Over a five-year period, 50% of graduates provide the sponsoring institution with one to two years of work, to provide a return on investment (ROI) to NHC and encourage further sponsorship of the program.

**Program Goal 3: The program will prepare graduates to demonstrate a commitment to the community through professional involvement, leadership and service in a variety of personal or professional settings and demonstrate a commitment to lifelong learning.**

Objective 3.1: When surveyed, graduates will rate their level of involvement in professional activities, community service or leadership activities as adequate, as evidenced by a mean score of 4.0 out of 5.0 or above on the graduate/employer survey.

Objective 3.2: Dietetic interns will write a personal action plan identifying personal and professional competency. At the end of the program, each intern will have met 66-75% of these competencies.

Objective 3.3: Dietetic interns will demonstrate how to complete a sample CDR professional development portfolio (PDP) plan.

Objective 3.4: When surveyed, graduates will rate their participation in continuing education activities as adequate, evidenced by a mean score of 4.0 out of 5.0 or above on the graduate/employer survey.

**CURRICULUM, SCHEDULE, AND PROGRAM COMPLETION**

The ten-month program currently provides didactic and supervised practice experiences as follows:

Orientation	First 2 weeks of internship
Dietetic intern classes	Mondays
MTSU Graduate class (3 hrs.)	Mondays- afternoon (one semester only)
NHC (clinical)	5 weeks (160 hours)
NHC (food services)	4 weeks (128 hours)
NHC (staff relief)	4 weeks (152 hours)
Skyline Medical Center (clinical)	4-5 weeks (128-160 hours)
Horizon Medical Center (clinical)	3-4 weeks (96-128 hours)
Alvin C. York VA Medical Center	4-5 weeks (128-160 hours)
Fresenius Kidney Care	3 weeks (96 hours)
Pediatric (St. Jude, LeBonheur, Boling CDD)	1-2 weeks (32 hours)
Wellness and Fitness	1 weeks (32 hours)
Lebanon Special Schools	1-2 weeks (32-64 hours)
TwelveStone (nutrition support/wellness)	1 week (32 hours)

The NHC Dietetic Internship is completed in approximately ten months on a full-time schedule beginning in mid-August and extending into late May. Most weeks consist of at least 40 hours per week of classes and supervised practice experiences, with completion of written projects being done at home. A two-week orientation is mandatory for all interns held at NHC corporate office in Murfreesboro, TN and several affiliate sites. Before starting the program, interns must have proof of medical insurance, have professional liability insurance (paid for by NHC), drug screen, background check (completed and paid for by NHC), and health form requirement. Currently, the supervised practice hours are completed during the weekdays except for approximately three weekends. If a leave of absence is requested and approved by the director, the program requirements must be completed within 150% of the program length or 15 months. Information regarding leave of absences will be discussed further in the policy and procedure manual upon acceptance into the dietetic internship. A master rotation schedule is given to each student at the beginning of the program and Monday class schedules are given to interns at least two weeks ahead of time.

Both didactic and supervised practice experiences shall be included in the dietetic internship program. Planned learning experiences shall be offered in logical progression from introductory to the expected degree of competence in program graduates. RD Exam practice tests will be administered throughout the year and will require a passing score in order to graduate from the program. In addition, during the final week of the program, the interns will complete procedures for eligibility to take the RD examination. The RDNE misuse form will be explained by the director and signed by students to be kept in their student files.

Upon graduation, students are expected to have met core and emphasis competencies. Successful completion of all didactic training, 1000+ supervised practice hours and rotation assignments will ensure that the core competencies for entry-level dietetics, and geriatric emphasis competencies, have been met and that a verification statement will be issued to graduates. Grading expectations are listed in the policy and procedure manual.

### **MEMPHIS TRAINING**

One to two weeks of pediatric training will be scheduled in the spring in Memphis, Tennessee, depending on Covid-19 and travel safety. For the spring of 2020, the pediatric training was conducted virtually. When traveling to Memphis, housing has traditionally been provided by NHC. Some meals and gas are reimbursed by NHC. The projected cost to the intern for the Memphis rotation is \$150.00-\$200.00.



### **STAFF RELIEF**

Staff relief is scheduled at an approved NHC facility in a convenient location for minimal lodging and/or travel costs to the intern.

### **COMPLAINT POLICY**

Any grievances or complaints about the dietetic internship should first be presented to the director. If the intern is dissatisfied with the results of the conference with the director, then the intern should make a request, in writing, for a conference with the grievance committee. The Grievance Committee will be composed of at least two (2) dietitians of NHC, the director, and a staff member of the home office of NHC. If the intern is still dissatisfied, then a written request should be made for a conference with the senior vice president of patient services. All grievances will be documented and signed by the director and the intern. The original will be filed in the intern's folder and kept on file in the office of the director.

If an individual other than an intern such as faculty, preceptor, dietetics practitioner and/or member of the public has a complaint, they may submit a complaint against the program. If the complaint can be addressed with the program director, that is the first course of action. If it is believed that it can't be resolved through the program director, the complaint can be brought to the senior vice-president of patient services. The procedure to file complaints against accredited programs to ACEND is discussed in the policy and procedure manual. Please submit complaints directly to ACEND only after all other options with the program and the institution have been exhausted. All grievances will be handled in a manner that prevents retaliation.

## **CLASSES**

Interns meet at least three times per month for dietetic internship classes on various topics throughout the entire program. Interns are required to enroll in a three-hour graduate class, which meets on Monday afternoons at Middle Tennessee State University. Interns have an option to pay for and receive six additional graduate credits for the Dietetic Internship.

## **BENEFITS AND EXPENSES**

### **STIPEND**

A stipend of \$1,350.00 (total for program) is provided by the company. The first check will be mailed in September 2021 and the final check in April 2022. Monthly checks will be available on the first Friday of the month. The final check will be applied toward the RD Exam workshop registration or purchase of a study guide. NHC will pay the remaining portion.

### **INSURANCE**

Interns are REQUIRED to obtain their own health insurance and professional liability insurance while completing the NHC DI program. Interns provide proof prior to beginning the internship. The cost of the liability insurance premium will be reimbursed once the intern starts the program. Interns are responsible for all medical expenses incurred during the internship, including having a physical exam, all required vaccinations, and a drug screen prior to starting the program. A background check will be conducted and paid for by NHC. Interns are required to have automobile insurance and assume own liability while traveling to and from internship practice experiences and classes.

### **MEALS**

During assigned training only, lunch will be provided on most rotations. Interns will be responsible for meals on class day and when attending meetings.

### **FNCE OR OTHER NATIONAL MEETING**

Attendance is required a national meeting either in person or virtually. The dates and location will be discussed upon acceptance into the program. Registration and hotel (if needed) are paid by NHC. Interns are responsible for paying for their travel (gas or airfare) and meals while at the meeting.

### **HOLIDAYS/VACATIONS**

Interns are permitted a two-week vacation during late December and early January. The holidays for the year will be Labor Day, Thanksgiving (2 days), Christmas Day and New Year's Day. The vacation dates for 2021-2022 will be during late December and early January.



## SUPPLIES

Some supplies for special projects are reimbursed. Supplies purchased must have a receipt and be turned in on the proper form to the internship director. This does not include routine daily supplies, e.g., paper, pencils and pens, which are the responsibility of the intern. Textbooks are provided for the dietetic intern but are to be returned upon program completion. Interns will be responsible for paying for uniforms and lab coats in the amount of approximately \$100.00. NHC will provide the interns with NHC embroidered polo shirts which can be worn on most rotations if desired. All copying should be done at NHC's corporate office if possible.

## TRANSPORTATION

Interns must have access to a vehicle at all times. All maintenance and mileage expenditures will be the responsibility of the intern. Facilities are in the Murfreesboro, Nashville and surrounding middle TN area with the exception of the Memphis pediatric rotation. A gas allowance is given for some rotations. Monthly transportation costs can range from \$200.00-\$500.00 depending on where you live and gasoline prices.

## HOUSING

Interns will be responsible for all housing costs during all training, except the weeks of FNCE and Memphis. Numerous apartment complexes are available in Murfreesboro and Nashville. Monthly rental for one- or two-bedroom apartments is approximately \$600.00 to \$1,200.00 per month, depending on location and roommate availability.

## FINANCIAL AID

Interns may apply for NHC dietetic internship tuition reimbursement scholarships of \$1,000.00 each to assist in the payment of education expenses during the dietetic internship. Tuition reimbursement scholarships are awarded to applicants demonstrating professional potential in long-term care and require a work obligation of one year after graduation. Interns who choose to work for NHC will also receive a \$2,000.00 recruitment bonus at graduation. Tuition reimbursement scholarships and recruitment bonus are available to graduates accepting employment with NHC up to one year after graduation.

## UNIVERSITY FEES

Interns are required to enroll in one (3 credit) graduate course which has traditionally been HSC 6530, Effective Program Management. The specific graduate course required is subject to change for the fall of 2021. It will most likely be a Leadership and/or Research course. The course is taken at Middle Tennessee State University (MTSU) which is the local university in Murfreesboro, TN. In addition, interns may enroll for six additional credit hours towards a graduate degree. MTSU has a Master of Professional Studies (MPS) with a concentration in Leadership in Nutrition degree. If you are interested in the optional graduate credit (and possibly finishing your graduate degree at MTSU), please contact the NHC program director to discuss. There is an option to get the six graduate credit hours (mentioned above) for completion of the dietetic internship at no cost to the intern if you complete your master's degree at MTSU after graduation. Interns must pay for the required three credit graduate course, including all university fees. All interns pay in-state tuition (whether you are in-state or out-of-state). Fee schedules will be updated for 2021-22 so please check the MTSU website for updated fees. Tuition and fees for the 2020-2021 sessions were approximately:

**In-state and Out-of-State Students pay the same:**      3 hours - \$1,725.00 (required)



## APPLICATION FOR NUTRITION AND DIETETICS SCHOLARSHIPS FOR 2021-2022 ACADEMIC YEAR

The application can be downloaded from the Academy of Nutrition and Dietetics from September 2020 to February 2021. Traditionally, the scholarship application must be completed and postmarked by February 15, 2021, but please check the website for updated deadlines.

<https://eatrightfoundation.org/why-it-matters/scholarships/>

Accreditation Council for Education in Nutrition and Dietetics (ACEND)

The Academy of Nutrition and Dietetics

1-800-877-1600, ext. 5400    education@eatright.org

Students must be members of The Academy to be eligible. Dietetic internship applicants may also want to contact their state dietetic association to check on available scholarships awarded for completion of the dietetic internship.

### APPLICATION & ADMISSION

The Dietetic Internship Program at NHC is participating in the centralized application process. There are three steps to the application process:

Step One: DICAS online application

Step Two: NHC Supplemental Application Form

Step Three: D & D Digital Computer Matching



#### STEP ONE: CENTRALIZED APPLICATION: DICAS

- ◆ DICAS Application can be accessed at Dietetic Internship Centralized Services (available after 12/5/20)
- ◆ Email DICASinfo@DICAS.org. The online application MUST be completed by February 15, 2021 at 11:59 pm, Central Standard Time. Confirm this deadline on the DICAS website.
- ◆ The fee to DICAS is \$50.00 for the first application and \$25.00 for each additional application.
- ◆ On the DICAS application, applicants will be asked to complete a personal statement in 1,000 words or less. NHC appreciates personal statements that are less than 500 words. Information to be addressed includes:
  1. Why do you want to become a dietitian?
  2. What are some experiences that have helped you prepare for your career?
  3. Short and long-term goals.
  4. Strengths and areas needing improvement.
  5. Why you are applying for the NHC program?
- ◆ Official transcripts from all colleges and universities attended should be sent to:  
DICAS-Transcript Dept.  
PO Box 9118  
Watertown, MA 02472
- ◆ GRE score is preferred but is not required this year due to limited access to testing sites during the Covid-19 pandemic. Please send documentation of the GRE score with NHC's Supplemental Application and/or upload a copy of it to DICAS. You will not be able to have the GRE people send it directly to NHC because we are not a university. There is no minimum required score, but a combined quantitative and verbal score of 300 or higher is preferable in the evaluation process.
- ◆ The recommended minimum GPA is 3.0 (overall) and 3.2 (DPD). Applicants with GPAs below this are not likely to score highly in the selection process. The average GPA over the past three years has been 3.6 to 3.8.
- ◆ When completing the application form, you must list three references and include the names and contact information (email address) for each. This will trigger an email message requesting completion of a reference form. The form will be completed online. Students completing more than one application

need to use the same individuals as references for each application. At least one recommendation from your advisor or a professor in your major field and a work recommendation are preferred.

- ◆ Work experience, especially in a nutrition or food service-related field, is recommended. Leadership roles, length of employment, number of hours worked, and volunteer experience will also be considered.
- ◆ Over the past five years, we have received approximately 35-40 applications per year. Once these applications are reviewed, approximately 20 are selected for a personal or a virtual interview at the NHC Corporate Office. Hotel accommodations for one night will be provided to applicants selected for an interview if they must travel more than 200 miles one way.

#### **STEP TWO: SUPPLEMENTAL APPLICATION FORM FOR NHC**

- ◆ Print the NHC Supplemental Application Form (the form is attached below)
- ◆ Recency of education: Additional courses in a nutrition or dietetics related area are required to update a degree which was completed five or more years prior to application to the NHC Dietetic Internship program. Courses must be taken at a U.S. regionally accredited college or university and require a grade of B or better. An official transcript of these courses must be provided. If your degree was completed 5 to 10 years ago, at least six semester hours is required. If your degree was completed within the past 0 to 5 years, no updated courses are required.
- ◆ In addition to the DICAS application, please mail (postmarked deadline of February 15, 2021) the completed NHC Supplemental Application Form, the non-refundable application fee of \$30.00 (check made payable to NHC Dietetic Internship) and a copy of your GRE score (unless you have uploaded it to the DICAS site) to:

National HealthCare Corporation (NHC)  
Patty T. Poe, EdD, RDN, LDN  
PO Box 1398  
Murfreesboro, TN 37133-1398

#### **STEP THREE: COMPUTER MATCHING D & D DIGITAL**

- ◆ Register online for computer matching and select your dietetic internship priority choices by 11:59 pm Central Time on February 15, 2021. There is a \$55.00 computer matching fee to D & D Digital, payable when your priority choices are identified. Confirm this date on D & D Digital Systems.

D & D Digital Systems  
3100 S. Riverside Drive  
PO Box 887  
Ames, IA 50010

NHC Dietetic Internship Reunion, FNCE Nashville



**NHC DIETETIC INTERNSHIP  
2021-22 SUPPLEMENTAL APPLICATION FORM**

Name:	
Applicant's Address:	
Cell Phone (including area code)	
Email Address:	
Didactic Program:	
Optional GRE Score & Date Taken (Please also scan your GRE report and upload it to DICAS or include with this form)	
Recency of Education Description: Only if your Dietetics degree is more than 5 yrs. old, then applicant must provide documentation (official transcript) of at least 6 credit hrs. in dietetics related courses within the past 5 yrs., unless the program director approves otherwise.	

The Supplemental Application Form must be postmarked no later than February 15, 2021. Include the \$30 Application Fee made payable to NHC Dietetic Internship and your GRE score (if applicable) and mail along with the Supplemental Application form to:

Patty T. Poe, EdD, RD, LDN  
National HealthCare Corporation (NHC)  
PO Box 1398  
Murfreesboro, TN 37133-1398  
For questions please call Patty Poe at (615) 890-2020 or email [ppoe@nhccare.com](mailto:ppoe@nhccare.com)