

2019

# SCOPE AND SERVICE DELIVERY POLICIES



**Sample Home Health  
Agency**

## Table of Contents

|  |           |
|--|-----------|
| <b>EFFECTIVE DATE.....</b>   | <b>2</b>  |
| <b>ANNUAL REVIEW.....</b>  | <b>3</b>  |
| <b>3.1 STANDARDS OF PRACTICE/ SCOPE OF SERVICE.....</b>                              | <b>6</b>  |
| <b>3.2 MEDICATION ASSISTANCE.....</b>  | <b>10</b> |
| <b>3.3 HOME HEALTH AIDE SERVICE.....</b>   | <b>11</b> |
| <b>3.4 ADMISSION POLICY.....</b>   | <b>17</b> |
| <b>3.5 CLIENT ADMISSION PROCESS.....</b>   | <b>19</b> |
| <b>3.6 ACCEPTANCE OF CLIENTS.....</b>  | <b>23</b> |
| <b>3.7 SERVICE AGREEMENT.....</b>  | <b>24</b> |
| <b>3.8 MONITORING AND FOLLOW-UP.....</b>   | <b>26</b> |
| <b>3.9 COORDINATION OF CLIENT SERVICES.....</b>                                      | <b>27</b> |
| <b>3.10 CLIENT GRIEVANCE PROCEDURE.....</b>  | <b>29</b> |
| <b>1. CLIENT BILL OF RIGHTS.....</b>   | <b>33</b> |
| <b>DERECHOS Y RESPONSABILIDADES DEL PACIENTE.....</b>                                | <b>38</b> |
| <b>ABUSE, NEGLECT AND EXPLOITATION.....</b>  | <b>43</b> |
| <b>3.11 CLIENT PRIVACY RIGHTS.....</b>   | <b>45</b> |
| <b>3.12 NOTICE OF PRIVACY PRACTICES.....</b>   | <b>46</b> |
| <b>3.13 RELEASE AND DISCLOSURE OF INFORMATION.....</b>                               | <b>47</b> |
| <b>3.14 CONSENT FOR USE AND DISCLOSURE OF PROTECTED HEALTH<br/>INFORMATION.....</b>  | <b>48</b> |
| <b>3.15 CLIENT REQUESTS FOR RESTRICTIONS ON USE AND DISCLOSURE OF<br/>PHI<br/>50</b> |           |
| <b>3.16 CLIENT/FAMILY EDUCATION.....</b>   | <b>52</b> |
| <b>3.17 CLIENT'S RECORD REMOVAL.....</b>   | <b>54</b> |
| <b>3.18 RECORD REVIEW POLICY.....</b>  | <b>55</b> |

|             |  |           |
|-------------|--|-----------|
| <b>3.19</b> | <b>ADVANCE DIRECTIVES.....</b>   | <b>57</b> |
| <b>3.20</b> | <b>CLIENT DISCONTINUATION OF SERVICES PROCESS .....</b>                        | <b>63</b> |
| <b>3.21</b> | <b>IDENTIFYING AND REPORTING ABUSE/NEGLECT OR EXPLOITATION OF CLIENTS.....</b> | <b>65</b> |
| <b>3.22</b> | <b>SERVICES ON HOLD .....</b>  | <b>70</b> |
| <b>3.23</b> | <b>EMERGENCY CARE.....</b>   | <b>71</b> |
| <b>3.24</b> | <b>CARE PLANS.....</b>   | <b>74</b> |
| <b>3.25</b> | <b>RECORD DOCUMENTATION.....</b>   | <b>77</b> |
| <b>3.26</b> | <b>COMMUNICATION WITH SENSORY IMPAIRED CLIENTS.....</b>                        | <b>78</b> |
| <b>3.27</b> | <b>COMMUNICATION WITH LIMITED ENGLISH PROFICIENT PERSONS .....</b>             | <b>80</b> |
| <b>3.28</b> | <b>RECORD RETENTION.....</b>   | <b>81</b> |
| <b>3.29</b> | <b>RECORD CONFIDENTIALITY .....</b>  | <b>86</b> |
| <b>3.30</b> | <b>ACCEPTED ABBREVIATIONS.....</b>   | <b>88</b> |
| <b>3.31</b> | <b>CLIENTS' FINANCES AND PROPERTY .....</b>                                    | <b>90</b> |
| <b>3.32</b> | <b>CLIENT SECURITY AND PRIVACY .....</b>                                       | <b>91</b> |
| <b>3.33</b> | <b>RESEARCH PARTICIPATION .....</b>  | <b>93</b> |