



## **ASSURANCE HEALTHCARE SERVICES, LLC. POLICIES & PROCEDURES**

### **PHILOSOPHY, GOALS & OBJECTIVES**

To assist and facilitate the patient's transition from a hospital or other healthcare facility into his or her own environment by providing necessary health care services without interruption.

To help the family better meet the needs of the patient at home through counseling, teaching, and coordinating community services.

To maintain patient functions appropriate to individual capabilities, lifestyle, and stage of life.

To administer quality healthcare services for patients in the home environment when caregivers are unable, unwilling, or unavailable to provide those services.

### **DEFINITION OF STAFFING OPTIONS**

**Homecare** is the provision of nursing and related services to any individual requiring healthcare services in the home environment. The following listed programs have a homecare component.

**Medicaid** is a federally funded, but state operated program of medical assistance to people with low incomes and/or long-term disabilities. Each individual state determines benefits, eligibility, rate of payment, and methods of administration.

**Third Parties** are entities such as insurance companies and HMO's that will pay another entity, such as Assurance HealthCare Services, LLC., to provide homecare services.

**State Waiver Programs** are state-funded programs for medically fragile or chronically unstable patients requiring homecare services. Examples of waiver programs can include adults, pediatric, mental retardation or HIV/AIDS cases.

**Private Duty** refers to providing any type of homecare service to an individual in which the patient or family is responsible for the payment of services. This service could cover any age group and any type of disease process.

### **TEMPORARY AT WILL**

This simply means that you are free to terminate your services with Assurance HealthCare Services, LLC., at any time for any reason and, accordingly, Assurance HealthCare, LLC., has the right to terminate your services at any time, with or without reason.

## **NEW INDEPENDENT CONTRACTOR'S**

A requirement of your services with Assurance HealthCare Services, LLC., is that we may be able to verify that you are legally eligible to work. During this period you will be asked to provide us with an updated Nurse License and CPR card. If anytime you cannot verify that you do not have an updated or current License or CPR card we will be obligated to terminate your services.

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## **INTRODUCTORY PERIOD**

The first two months of your services with Assurance HealthCare Services, LLC., are considered an introductory period. During this time, you may express the opportunity to continue the relationship with Assurance Healthcare Services, LLC., and Assurance Healthcare Services, LLC., will take the opportunity to ensure that you meet our expectations.

## **PERSONAL DATABASE**

By law, Assurance HealthCare Services, LLC., must keep a confidential record on every Independent Contractor. The Database will include your Personal Data information such as, but not limited to:

- A Database Form
- Reference Check Form
- Skills Checklist
- Copies of your Professional License and CPR card

It is your responsibility to keep your Database updated when there are changes such as:

- A new address
- A new phone number
- An updated Professional License and CPR card

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Assurance HealthCare Services, LLC., will withhold work from you if your Database is not accurate or updated.

## **TERMINATION OF SERVICES**

As mentioned earlier, your services with Assurance HealthCare Services, LLC., is considered At-Will, and you are free to terminate your services at any time. Assurance HealthCare Services, LLC., will consider you to have voluntarily terminated your services if you:

- Resign
- Do not have a Current License or CPR card
- Fail to show for work without notifying Assurance HealthCare Services, LLC.
- Sleeping while on duty.

## PAYROLL

We understand how important it is to receive compensation for hard work. That's why Assurance HealthCare Services, LLC., pay all its Independent Contractor's on a bi-weekly basis. There are a few simple steps that you should take in order to ensure that your paycheck is ready and accurate.

1. You must have all documentation, i.e. **Invoices & Nursing Notes**.
2. Complete all paperwork in detail using black ink or blue. Please make sure that it is legible.
3. Make sure that the Patient, Family member or Responsible party and Nurse sign the appropriate line.
4. Be sure that all hours equal the time sheet, invoice and nurse's notes for that period of time.
5. You may put your time sheets in the box located outside of Assurance HealthCare Services, LLC., or you may personally deliver your notes to any office staff. **(All original documents must be in our office before your paycheck will be released. No Exceptions)**
6. All invoices must be properly filled out with Name, Address, Social Security or Federal I.D #
7. Failure to comply with any of the above requirements, as well as not having time sheets in by the 14<sup>th</sup> and the 29<sup>th</sup>, will cause your pay to be delayed seven (7) days after the documentation is completed and received.

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Assurance HealthCare Services, LLC., pay periods run from the 30<sup>th</sup> to the 14<sup>th</sup> ; and the 15<sup>th</sup> to the 29<sup>th</sup> ; ending at 12 midnight. If the payment is requested on a Saturday it will be honored on the Friday prior. If payment is requested on a Sunday it will be honored on the following Monday, due to the close of business on Saturdays and Sundays.

On national holidays, state cases and some private cases will not pay for holiday time. Some cases (private) pays for holidays at time and one-half, payment must be clear before working the holiday shift. **Thanksgiving, Christmas, and New Year's Day**

## SCHEDULING, ACCEPTING AND CANCELLATIONS

It is our goal to provide you with assignments you would want to work. To help us accomplish this, we ask that you supply us with your availability schedule on a regular basis.

It is important to remember only to accept work assignments if you are **certain** that you will be able to work the shifts, days, and hours of those assignments. When reporting for a work assignment, please show up at least 15 to 20 minutes early for orientating yourself to unfamiliar equipment or procedures.

Once you accept an assignment, you are **obligated** to fulfill that commitment. Cancellations cannot be tolerated unless extreme circumstances exist.

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If you must cancel a work assignment due to an extreme circumstance, we ask that you notify Assurance HealthCare, LLC., at least (6) hours prior, or earlier if you have knowledge of the need to cancel the assignment you have been scheduled to work. This allows Assurance HealthCare Services LLC., to locate and fill the position with another Independent Contractor.

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Failure to report for an assignment without notifying Assurance HealthCare Services, LLC., is **unacceptable**.

Occasionally a facility or client will cancel confirmed shifts. In this case we will notify you as soon as we are made aware of the change, and if available we may offer you an alternative assignment.

If the client or responsible party cancels a case that you are assigned to work, after you have already arrived, please notify Assurance HealthCare Services, LLC., immediately. We will give you instructions on how to proceed.

## **ASSURANCE ON CALL PROCEDURES**

Assurance HealthCare Services, LLC., a system to meet the needs of our nurses and clients 24 hours a day.

You should contact Assurance HealthCare Services, LLC., in any of the following:

Any important information that needs to be passed on that cannot wait until the following business day.

Any emergency illness preventing you from working your shift. In the event of an emergency illness, remember to give at least a (6) hour or more notice.

Any change in condition or emergency on a homecare case.

## **CONFIDENTIALITY**

It is the patient's right within the law that all information regarding the patient and his or her medical care will remain confidential at all times. Therefore, when taking care of a patient, whether in a homecare setting or in a facility, you as a healthcare provider should not discuss the case with anyone else. A breach of this confidentiality could result in termination.

## **COMMUNICATION, REPORTING CHANGES**

One of the most important issues that we stress to you is the importance of communication.

The following list includes some important tips on how to improve your communication between your patient's their family members and Assurance HealthCare Services, LLC.

1. Report any change in a patient's condition to Assurance HealthCare Services, LLC. office Immediately.
2. Communicate appropriate information to the appropriate individuals
3. Conduct yourself in a friendly, cooperative and professional manner with everyone.

4. Ask questions if you don't understand something.
5. Use respectful language when talking to others. The use of foul language is unacceptable.

## **EMERGENCIES IN THE HOME**

The following information has been set up as a guide to follow in case a medical emergency occurs in the home.

1. You may access the paramedics by calling 911 immediately.
2. You must contact Assurance HealthCare Services, LLC., as soon as possible, and inform us of the status of the patient.
3. You must not leave the home until the paramedics safely transport the patient.
4. Family members and/or responsible party must be notified at any medical emergency.
5. You must provide the appropriate first aid measures to the patient while awaiting the arrival of the paramedics.
6. All medical emergencies in the home must be completely documented, in detail.
7. In a situation of a respiratory or cardiac arrest, begin resuscitation procedures unless a current "Do not resuscitate" order is included in the medical record or Doctor's order.

## **DISASTER PREPAREDNESS**

Assurance HealthCare Services, LLC., is required to maintain an emergency preparedness plan designated to provide continuing care and appropriate support to the care provider of each client in the event of an emergency. These emergencies may be natural disasters (earthquake, etc.) in the home disasters (fire, flood) and medical emergencies. The primary responsibility is getting the patient and family to safety and report to proper authorities and to the agency. Each client/patient is classified through the utilization of a classification system placing patients in risk categories; High Risk, Medium Risk, and Low Risk need during emergencies. In the event of a disaster it is Assurance HealthCare Services, LLC., policy to provide necessary home services to patients without exposing our Independent Contractors to undue risk.

## **SUSPECTED ELDER & CHILD ABUSE**

Elder and child abuse occurs on a daily basis in the country. Unfortunately, it happens in homecare cases as well. It is our duty as healthcare providers to report any suspected incident of abuse or neglect to the proper authorities. Please help us stop any abuse by reporting any type of unusual occurrence to Assurance HealthCare Services, LLC., immediately. Your services or License will not be in jeopardy for simply reporting an incident.

## **SUBSTANCE ABUSE**

Assurance HealthCare Services, LLC., is required by law to provide a safe, healthy work environment for you and all other contractors. Assurance HealthCare Services, LLC., has adopted the goals of providing the best possible service to its customers and of always improving its image. To achieve these goals, Assurance HealthCare Services, LLC., has the following rules about the use, possession, and sale of drugs and alcohol by its Independent Contractor's. The illegal use, sale, or possession of narcotics, drugs, or controlled substances off duty or off

company property also may result in discharge. If you are arrested for a drug related offense and are awaiting trial, you will be terminated **without pay**.

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## **USE OF PROTECTIVE EQUIPMENT**

The use of disposable gloves is required for procedures where blood and body fluids are handled, particularly in the following circumstances:

1. If the healthcare worker has cuts, abraded skin, chapped hands, and dermatitis.
2. When examining patients with active bleeding and abraded or non-intact skin.
3. During invasive procedures.
4. During all decontaminating procedures and the cleaning of body fluids.

Note: Gloves that are peeling, cracked or discolored, or have punctures, tears, or other evidence of deterioration are not safe.

The use of gowns is required when splashes to skin or clothing with body fluids are likely to occur. Gowns, including surgical gowns, will be made of, or lined with fluid proof or fluid resistant material and will protect areas of exposed skin. The use of a mask, protective eyewear or face shields is required when contamination of mucosal membranes such as the eyes, mouth, or nose is likely to occur from body fluids or aerosolization of such material. Masks, protective eyewear or face shields are not required for routine care. The use of a mouth barrier is required for emergency resuscitation.

## **INFECTION CONTROL GUIDELINES**

Many of our patients in the home are susceptible to various bacteria and other infections. It is the responsibility of every Independent Contractor to keep the spread of infection to an absolute minimum.

1. Always follow Universal Precaution.
2. All nurses are responsible for the patient's living environment.
3. This involves the cleanliness of the area by removing all trash, spilled medication, food and drinks. The environment must be maintained at all times. The nurse is responsible for the cleanliness of all equipment used during the shifts.
4. All supplies should be restocked before the end of the shift and departure.
5. At the commencement of each shift, it is imperative that if any/all equipment lost, broken or destroyed; the nurse who worked within that 24-hour shift will be held responsible.
6. The agency will replace the item and the cost will be deducted from the nurse's next pay check, unless otherwise reflected in his or her nursing notes.

## **SAFETY GUIDELINES**

The following are important safety guidelines you must follow while working a homecare case or facility shift:

1. Do not take your valuables with you into a homecare case or nursing facility.
2. If you must keep personal items in your car, lock them in your truck.

3. Make sure you have a current map and complete travel directions to your job site, including the Proper Street, building, hospital floor, suite number and apartment number.
4. If you are going to an area that is unfamiliar to you, check with Assurance HealthCare Services, LLC., family members or responsible party for more detailed information.
5. Always park in a well-lighted and heavily traveled area.
6. Be aware of your surroundings at all times when walking to and from client's homes of facility places.

## **HOME SAFETY ASSESSMENT**

The following information will help keep your patient in a safe environment in the home:

1. Observe for safety habits each time you work a homecare case.
2. Emergency phone numbers should be posted in a visible place. These numbers include 911, fire department, ambulance, doctor, and nearest relative.
3. Electrical cords should be in good working condition.
4. All electrical appliances should be kept away from water, including the tub, sink or shower.
5. Electrical space heaters should not be left on continuously, and should always be turned off when the patient is not in the room.

## **HEMOCARE STAFFING**

There are several guidelines to keep in mind when performing homecare services.

1. Your report is to be given promptly at the assigned hours and tardiness will not be tolerated.
2. If any Independent Contractor is consistently tardy, that contractor will be warned, if tardiness continues the contractor will be terminated from the case.
3. Cancellation of scheduled shifts or visits may result in termination of services.
4. Independent Contractors doing homecare cases must report any unusual occurrences or incidents as soon as possible. Changes in a patient's condition must be reported to Assurance HealthCare Services, LLC., immediately.
5. Use of idle time after completion of all possible nursing care may be devoted, with client approval, to reading or other quiet activity.
6. All nursing personnel scheduled for homecare cases are Independent Contractors of Assurance HealthCare Services, LLC.
7. Do not smoke in the patient's home.
8. A skilled nurse may only perform sterile dressing changes, irrigations, changing of a catheter, administration of medications, care of tracheotomy, and vaginal irrigations.
9. Always bring your own lunch to the job.
10. There is absolutely no drinking of alcoholic beverages or illegal drug use at any time.
11. Taking any medication that may interfere with your performance on the job should be reported to Assurance HealthCare Services, LLC.

12. It may not be necessary to sit in the client's room while there are guests present. People need privacy and when your patient needs attention, the guest must be able to alert you.
13. If the client asks you to change your hours, you must discuss this with Assurance HealthCare Services, LLC., before any changes are made.
14. Never cut the patient's fingernails or toenails, you may only file them.
15. Never leave the patient alone unless there is a family member or responsible party present. If you have an emergency and need to leave, contact Assurance HealthCare Services, LLC., for relief.
16. Do not make personal phone calls from the patient's home unless the client gives permission even in an emergency.
17. You are not permitted to bring a personal friend or family member to your assigned case.
18. You may not do the patient's banking or exchange any money for clients.
19. Do not drive any patient for any reason in your car; do not drive the patient's car.
20. All rates and salaries are confidential and you are not to discuss your salary or the salary of any other nurse with clients or others nurses. This will be grounds for termination.
21. If you leave or are removed from a case for any reason, you may not visit the patient to discuss the terms of your termination.
22. If you are in the patient's home during the last day of services (including a temporary break in services such as the patient being hospitalized) it is your responsibility to bring the homecare book back to Assurance HealthCare Services, LLC.
23. Always keep in mind that you are a guest in your patient's home. You are never to make yourself at home, or forget the purpose of your visit.

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Signature of Nurse

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Signature of Assurance HealthCare Services, LLC. Rep.

AHS, LLC. 2016