Client Assessments & Admission Standard Procedure

Procedure: **(Note: Missing 1st page)**

H. Medical Billing Department upon completion of preauthorization from Case Manager (s) and obtaining a Physician Order with Diagnosis for Personal Care services and/or Home Care Services that includes the Physician's NPI#. The Medical Billing Department will contact the assigned Registered Nurses to have the RN contact client within 24 hours to schedule the Nurse assessment.

I. Registered Nurse and/or Care Manager (LPN/STNA) must complete the Initial Assessment prior to any staff being scheduled to a client.

J. The Nurse must complete a full body assessment in the client's home or resident, along with a fall risk assessment and provide nursing education to the client and family to prevent any health or safety risks to the client such as the DNR policy.

K. The nurse must complete the Clear Care Assessment and Care plan and upload the Fall Risk Assessment Sheet, and Skin Assessment Sheet.

L. Once the RN makes a "Certified" note in Clear Care in the Assessment tab in the "Care Needs" box that the care plan is accurate and annotates the date and type the RN full name and title. The RN will click Submit.

M. The RN will also make an "Activity Note" in the clients file stating that the care plan is complete and note when the next **60 days Assessment** is due.

N. The RN will create a "Task" in Clear Care to the assigned Scheduler to alert the office to assign staff to the client and to start services.

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O. The Scheduler will send out notification in ClearCare to all employees who match the "**Care Finder Match Criteria".** The Scheduler will assign the employee to the client and notify the RN of all employees assigned to the client.

P. The RN will contact each employee and review the client's care plan and send an email that the care plan review was conducted and the employee must reply prior to the RN clearing the employ to be finalized on the client's official schedule.

Q. Once the Schedule receives notification from the RN that an employee has confirmed review of the Care Plan the Scheduler can confirm the hours in ClearCare.

R. Once the Schedule is updated the Schedule must contact the Client and the Case Manager and/or the family member(s) and provide and initial schedule.

S. The Scheduler will send a message to the CBO, COO, PAO and CEO that a new client has completed admission process and provide the official start date.

T. PAO will assigned a Marketing Sales Clerk to make a courtesy call no more than 7 days after the initial start of services to ensure that the client and family is satisfied with the employees and FFHC services.

U. The Marketing team staff member will annotate an Activity note and create a "Task" to the appropriate department if follow up issues need to be addressed.