

	Title: Policy and Procedure	Page: 1 of 1
	Section: 5 Care and Record Management	Date: January 31, 2017
	Policy: 3Q Missed Visits for Clients	Replaces: July 2, 2015

Policy:

Family & Friends Home Care, LLP have additional policies that are in the FFHC Employee Handbook under section 2.2.0 titled Hours Worked: 2.2.2.5 and 2.2.2.5.1. This policy supports the Employee Handbook policies and describes how FFHC will ensure that employees are following the Doctor Orders and the Care Plan.

Procedure:

- A. The staff will be trained during Orientation of how to contact the Scheduler with any changes if the employee needs to call off or request change to the fixed schedule per the Care Plan.
- B. All Employee will receive Scheduler number which is the Company 888 number with extension 109 during Orientation. All numbers are posted on FFHC office door, on FFHC website, and are sent via email to all employees from the Public Affairs Department when changes occur
- C. The Scheduler and/or Office Management will provide 24 hours call of hours and will update ClearCare clients schedule to reflect the changes. The Staff will also make a note of why the change made and contact the Client and Case Managers of changes to schedule. Ex: If employee call off and another employee replaces the employee at a later time. The client calendar will show “call off by caregiver” (with a note) and new time will be created to reflect time change.
- D. If client or employee calls cancel services for a shift, the Client will not be billed for no services and documented. If the Client does not receive 2 days of services due to cancellation. The Scheduler will contact the client’s case manager and/or Physician of change in services.
- E. If client is admitted to the hospital, billing of services stop immediately and the Case Manager is contacted that Home Care Services has been put on hold. The Case Manager must be called by FFHC staff. A statement from the client or the client family member that the case manager was notified is unacceptable, a FFHC has to make the call and/or leave a message on the case manager voice mail of the change in client condition or schedule.
- F. The Agency will conduct annual training to all **MEMBERS& EMPLOYEES** regarding our Prevention of Missed Visits for Clients

Departments Involved in Development: Board of Directors, Compliance Committee, Legal Counsel
Reviewed by Executive Board and approved by the Board 1/31/17
Reviewed by Compliance Officer and approved 1/25/17
All previous versions are obsolete