



Title: Policy and Procedure

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Section: 5 Care & Record Management

Date: July 31, 2014

Policy: 5B Client/Patient Record

Replaces:

Eligibility Determination

POLICY:

In order for Family & Friends to provide services, the client must have a sign prescription from their family medical doctor. On the prescription we will need to how many hours of services you will need, diagnosis, and complete medical records to determine eligibility. We will also need proof of income and a Medicaid or Medicare approval, and primary insurance carrier.

PROCEDURE:

After we receive the information from the doctor and the client, we will then determine what we can offer the client; we will determine what hour's best work for the client and our staff. The nurse will then meet with the client to do a Nurse Assessment, to see what they're needs are and determine what the best care plan is for the client, and whether to provide Home Care Services or Personal Care Services.

Departments Involved in Development: Board of Directors, Compliance Committee, Legal Counsel

Committee or other Review/Approval and dates of approval: Board of Directors (7/14), Compliance Committee (7/14)