

COMMUNITY HEALTH CARE, INC.

CLIENT HANDBOOK

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“We care for you.”

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COMMUNITY HEALTH CARE, INC.

INTRODUCTION

Our staff is available Monday through Friday from 9:00 a.m. - 4:00 p.m. to answer concerns or questions you may have. Please feel free to call us.

Your Site Supervisor is _____.

Your local office number is _____.

Your Emergency Contact number is _____.

Your Register Nurse is _____.

The Home Office number is _____.

Website: communityhealthcareinc.com

Email: communityhealthcaremd@verizon.net

Please call your local or home office immediately if:

1. You will not be home to receive home care services for one or more days.
2. Your aide does not report for work at the time assigned.
3. You are admitted to the hospital.

STATEMENT OF CLIENT RIGHTS AND RESPONSIBILITIES

Community Health Care recognizes the following statement of client rights:

- The right to be treated with respect and dignity of his or her individuality and privacy
- To receive care and services which are adequate, appropriate with relevant to Federal and State Laws, Rules and Regulations
- To be free of mental and physical abuse, neglect and exploitation
- The right to be encouraged and supported in maintaining one's independence to the extent that conditions and circumstances permit
- The right to self determination and being informed about services rendered and the opportunity to participate in developing one's plan for care
- The right to be cared for in an atmosphere of sincere interests and concern in which needed support and services are provided
- The right to have personal and medical records kept confidential and not disclosed without written consent of the individual or guardian
- The right to voice grievances about their care and not be subject to discrimination or reprisal for doing so
- The right to be informed of their liability for payment for services
- The right be informed of the process for acceptance and continuance of service and eligibility determination
- The right to accept or refuse services
- The right to be informed of the agency's on-call service
- The right to be informed of supervisory accessibility and availability

- The right to be advised of the agency's procedures for discharge

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AGENCY RESPONSIBILITIES TO CLIENTS

- I. The agency must be competent in meeting licensing requirements by State Regulations.
- II. Agency ensures that only capable and qualified individuals are hired for appropriate job assignments and that furthermore proper training be offered to all employees required to provide hands on care to its clients.
- III. Agency shall provide proper intake for gathering client data and render adequate orientation of services to eligible clients and their family members.
- IV. Agency must be loyal to its clients by observing and enforcing their rights for service provision.
- V. The agency must follow adequate procedures in resolving disputes and complaints by clients and their family members.
- VI. Agency must keep confidential all information obtained in the course of its relationship, unless disclosed with the client's permission or as otherwise provided by law.
- VII. Agency shall make available on-call services when a home health provider is absent, whether planned or unforeseen.

SCOPE OF SERVICES PROVIDED

Personal Care Services

- Mobility/ambulating
- Eating
- Bathing
- Dressing
- Personal Hygiene
- Toileting
- Blood Pressure Monitoring
- Blood Sugar Monitoring

Home Management Services

- Provide basic housekeeping tasks: sweeping, vacuuming, dusting mopping, wash dishes
- Meal preparation
- Clean bathroom
- Do laundry
- Change bed linens
- Tidy living area
- Provide transportation for shopping, picking up medicines, paying bills, etc.

Respite

- Provide care to relieve client
- Provide custodial care to relieve family member

APPLICATION CHARGE

There is a \$125 non-refundable Registered Nurse Assessment fee payable with submission of the application for private pay clients. The \$125 charge may be paid by personal check or money order payable to Community Health Care, Inc. **No cash is accepted.**

FINANCIAL ARRANGEMENTS

Financial arrangements

- A. Service fees. Operational expenses are processed through fees paid by clients, families, caregivers, government and community services. An hourly fee of \$17.00 has been established for a minimum of six hours per week for home management and personal care services for private paid clients. Respite services are \$16 an hour for a minimum of six hours a day for private paid clients. Other fees paid for client services will be governed by contractual agreements with sponsoring agencies.
- B. Financial assistance. Efforts will be made to provide services to individuals requiring or needing financial assistance.
- C. Monthly billing. Clients are billed by the 15th of each month for the next month. Services for the beginning month must be paid by or before the 5th of the month. Any payments made after the 5th are subject to a \$15.00 late fee. If payment is not received by the 10th of the month, discharge of services is enforced.
 1. An initial deposit of ½ of the first month's fee is required. The deposit will be refunded at the end of services providing the client's account is paid up to date. No refund will be given if monthly fees for prior services are not paid by the 10th of which the services should have been prepaid.

2. Revised contracts for continued services will be enforced when clients and/or caregivers desire an increase in service hours. An increase of the initial deposit will be made to accommodate the new monthly fee for additional contracted service hours. The same no refund of deposit applies when applicable.

V. Hours of service provision. Normal services are received Monday through Friday between the hours of 8:00 a.m. - 5:00 p.m. However, we also provide services for extended needs before or beyond the hours indicated. Assessment will be made to determine if appropriate hours are needed on a 24-hour request for non-institutional respite. Also, service hours can be made flexible according to the requirement of the client for weekend care.

VI. Contacting when service time is altered. Private Pay clients must give a two (2) hours notice by calling their aide and the office staff on duty when the aide is not needed to work a designated scheduled time. If you, the client, do not talk directly with the aide and staff member, leave a message for both persons on their telephones so you will not be charged if the aide reports to your home for work.

If you do not make contact or leave messages as instructed with the aide and staff member before the aide reports to your home for work, you will be charged for the aide showing up for work.

VII. Holiday schedule. Community Health Care, Inc. will allow personnel to observe the following holidays:

New Year's Day

Martin Luther King, Jr. Day

Good Friday

-7-

Memorial Day

Fourth of July

Labor Day

Thanksgiving Day

Christmas Day

CLIENT COMPLAINT PROCEDURE

- I. The client and/or family may schedule a meeting with the home health supervisor regarding the complaint of services rendered.
 - A. The client, family or delegated representative can schedule the meeting in the home of the client with the Home Health Supervisor or by office visit.
 1. The meeting must be documented by the home health supervisor indicating a description of the client's complaint, documenting the date the complaint was made, and the date and time the action causing the complaint occurred.
 2. The home health supervisor shall exhaust reasonable measures to bring about a corrective action of the complaint.
 3. Following the complaint made, the home health supervisor should make contact with the personnel who caused the complaint.

4. A meeting should be scheduled with the personnel and supervisor to bring about a resolution to make certain that the cause of the complaint is not repeated.
- II. If the client, family or representative is not satisfied with the resolution the agency director should be informed by a written letter or telephone call.
 - A. The written letter should describe the action which caused the complaint. It, also, should indicate the date and time the action occurred. The complaint should include the date when the complaint was written. Signatures of both client and/or representative should be displayed on the letter.
 - B. A telephone call is also appropriate for making the complaint known to the agency director when a meeting with the operation manager and/or the home health supervisor have been unsuccessful.
 - III. **Community Health Care, Inc.**'s central office telephone number is **(301) 341-2273** for information, questions, or complaints.
 - IV. The **central office mailing address** for **Community Health Care, Inc.** is **Post Office Box 6028, Largo, MD 20774.**
 - V. The client's complaint will be documented by stating the content and resolution of the complaint. An original copy of the complaint will be placed in the record of the client.

- VI. In the State of Maryland, the client, the representative or family may contact Residential Service Hotline 24 hours per day, seven (7) days per week at 1-800-492-6005 or written complaints may be submitted to:

Barbara Fagan, Program Manager
Office of Health Care Quality
Spring Grove Center
Bland Bryant Building
55 Wade Avenue
Catonsville, MD 21228

or

Via website at

www.dhmf.state.md.us/ohcq/faq_help/file_a_complaint.htm.

- VII. Client's complaints will be given consideration for making an effort to resolve the issue in an agreeable manner. Client, representative or family will have the opportunity to voice grievances/complaints and recommend changes in services and/or policies without discrimination, coercion, reprisal or unreasonable interruption of services from the Agency.

Adult Protective Services (APS) may be contacted at 1(800) 917-7383 for neglect and/or abuse and Child Protective Services (CPS) at 1(800) 332-6347 for abuse and neglect of children.