



Nurses That

Care LLC

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# Client Handbook

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Nurses That Care LLC Home Care Agency

**This Client Handbook belongs to:**

Name:

Phone:

Address:

## **Licensure**

Licensure is granted by the Pennsylvania Department of Health. Our agency is authorized by Medicaid, as well, to provide and bill for services.

## **History**

Nurses That Care LLC Home Care Agency was formed in 2020 to make life easier for the population that we serve. The launch of the company was in the early months of 2024 and was a result of the identified need to assist aging individuals in the community by providing outstanding in-home services. Our commitment to customer service helps to promote independence and improves the client's ability to remain at home.

## **Why Use An Agency**

- a. Unlike privately paid caregivers, an agency is monitored by both the State and Federal governments and is inspected routinely to assure that government standards are in place and that rules/regulations are being followed.
- b. An agency manages all responsibilities required of an Employer. Our agency pays all Employer and Employee tax payments due to the Federal, State, and Local governments as well as for Workers' Compensation insurance premiums.

## **Oversight**

- a. Nurses That Care LLC has a Caregiver Supervisor who oversees all caregivers. Our nurses monitor services as well by using our Client Services Questionnaire and by making periodic on-site visits.
- b. Our Client Services Coordinator will routinely visit or call to make sure you are happy with your services. She will want to make sure our caregivers are performing the expected services while following our policies and procedures and to make sure your Care Plan reflects the desired services.

## **Care plan**

Our nurses strive to develop an individualized care plan for our caregivers to reference in order to provide the best in home care services. All desired additions or changes to the plan of care should be made through the office nursing staff.

## **Scheduling**

- a. Our scheduling staff, under the leadership of our Scheduling Supervisor, create and oversee the schedule 24 hours a day and 7 days a week.
- b. All of our Caregivers are well trained, well screened.
- c. We as an agency provide formalized training as part of our new hire orientation and on an ongoing basis. In addition, we train based on the specific needs of our clients.

## Starting Services

- a. We strive to achieve what we call “relaGonal scheduling” (using a small group of caregivers that you know to fill your schedule) because we understand the benefits of establishing good client / caregiver relaGonships.
- b. If your service starts when our schedule is already posted, we may have to uGlize several different caregivers for the first two weeks to provide you with complete coverage.
- c. Following the first two weeks, you will see a decrease in the number of different caregivers to 2-3. We like to have 2-3 different caregivers that are familiar with you so that we can provide coverage if a caregiver is sick, on vacaGon, or is unable to be scheduled for various other reasons.
- d. If we have a two-week advance noGce before starGng up services, we will be able to complete your coverage with 2-3 different caregivers from the start.
- e. For around the clock service (24/7) expect to have 8-10 different caregivers.
- f. Please understand that we need to meet the needs of all of our clients, therefore we cannot guarantee that certain caregivers will always be scheduled.

## Changing or Cancelling Services

- a. If you need to cancel or change services for any reason other than an emergency, a 48hour noGce is required to avoid being charged for the scheduled Gme. Please call **610424-9066** regarding any scheduling changes.
- b. If you determine that a Caregiver is not an appropriate match for you, please noGfy our office. We will be happy to provide a different caregiver within two weeks. We typically cannot replace a caregiver immediately.
- c. If you ask to have a caregiver removed from your schedule immediately, please understand that you may have to go without a caregiver for up to two weeks while we find a replacement.

## Overnight Care

Should you need overnight care, please note that it is the agency’s policy that caregivers remain awake at all Gmes while on duty during the night shia.

## Communications with the Office

- a. All communicaGons about your care and schedule must go through the office. This avoids confusion and scheduling problems that occur when communicaGng about these issues through your caregiver.
- b. All scheduling and care decisions are made by the office staff, not your caregiver.
- c. Caregivers are not permibed to share their personal contact informaGon with clients. Please do not ask caregivers for their personal contact informaGon. All communicaGons need to be with the office staff.
- d. Caregivers should never call you directly to inform you that they will be late, nor should they seek your approval to leave early. The office will noGfy you of any late arrivals or early departures.
- e. Caregivers should never be called or contacted directly. **Please contact the office at**

**610-424-9066**

## **Transportation**

- a. Clients may choose one day per week to have their caregivers' run errands
- b. The client's errand day will be listed on the care plan so that all caregivers are aware of which day errands can be accomplished.
- c. Groceries should be bought at the closest grocery store to the client's residence and be less than 15 miles away.
- d. MedicaGon picks up is limited to pharmacies that are local to the client's residence (within 15 miles of the client's residence).
- e. Miscellaneous errands should be within 15 miles of the client's residence.
- f. All errands and medicaGon pick-ups need to complete on the same day, once a week.
- g. In addiGon to errands, clients may be transported to medical appointments once a week if the appointment is within 15 miles of the client's residence and is scheduled within the consumer's scheduled shia.
- h. If the client's car and gasoline are used for transportaGon, there are no limitaGons applied.

## **Tipping & Gifts**

Caregivers are not permibed to accept Gps or gias of any value from clients. Please don't offer Gps or gias to your caregivers; this places them in an awkward posiGon. If you want to express your appreciaGon, please call the office to let us know about your posiGve experiences. We will acknowledge your caregiver and include them in our incenGve program for outstanding performance.

## **Valuables and Cash**

- a. We urge our clients to lock up all valuables for their safekeeping and to keep cash out of plain view.
- b. If a caregiver runs errands to make purchases for a client. A receipt is to be given to the client. The client should verify that the charges are correct. The change will be counted out loud in the client's presence. The client and caregiver both sign the receipt when both are in agreement that the charges and change are correct.
- c. If a discrepancy arises, it is the responsibility of the client to produce the signed receipt in quesGon.

## **Tobacco Use**

Caregivers are not permibed to smoke or use tobacco products while on duty. This includes smoking outside of clients' homes even if the client gives permission.

## **Off-duty Visits**

Caregivers are not permibed to visit clients when not officially on duty within Nurses That Care LLC. They may not visit prior to punching in or remain in the home aaer punching out.

## **Cell phone use**

Caregivers are not permitted to use their cell phones while on duty except to take a call from our office or in the case of a true emergency.

## **Caregiver Identification**

For your protection, all caregivers are required to wear a picture identification badge at all times while working in your home. If a caregiver does not have an ID badge, please call the office for verification of employment with Nurses That Care LLC. • **Your caregiver will be dressed professionally according to agency policy.**

## **Infection Control**

Currently during the recent pandemic (2020), all caregivers are required to wear a face mask when working in the home. Gloves are to be worn when handling body fluids and when cleaning potentially contaminated surfaces.

## **Billing & Payment**

- Private-pay clients are billed every two weeks and payment is expected upon receipt.

## **Agreement to not Recruit Caregivers**

Our caregivers are not allowed to work with clients independently of Nurses That Care LLC Home Care Agency the same policy is in their employee handbook.

- **Your receipt of this handbook validates your understanding that you cannot attempt to recruit an Nurses That Care LLC Home Care Agency caregiver to work for you privately.**

## **What You Need to Know about Home Care**

### **Services?**

#### **What is Home Care Services:**

Simply, home care is a set of health services brought to you at home in order to maintain or restore your health and well-being. This broad definition includes a wide range of home care services that are available, not just those services reimbursed by Medicare.

**Home Care Services can consist of a range of services provided by various caregivers.**

**Generally, home care falls into the following categories:**

***Acute Care-*** Services are designed to provide care to clients whose medical condition is unstable or is expected to fluctuate significantly as rehabilitation is achieved. Clients receive a variety of intensive services (meal preparation, laundry, light housekeeping).

The goal is to keep the client as independent at home for as long as possible. This may or may not be paid by insurance.

***Assistive Technology*** is a unique service that uses technological advances to help improve a client's ability to act independently in carrying out activities of daily living such as eating, dressing, talking, walking and cooking.

## **Who Makes Up the Home Care Services Team?**

**Physician-** We work with your attending physical that prescribes the care, medication and special equipment necessary for your recovery or maintenance of your health.

**Homemaker/ Home Care Aide-** Provides personal care services for example assisting with bathing, dressing, personal care/hygiene, respite, light homemaking services, and meal preparation.

## **Client's Bill of Rights**

### **As a client, you have the right to:**

- Be fully informed by the healthcare programs responsible for your care.
- Be fully informed in advance about the care, treatment, and any charges for services.
- Be fully informed in advance of any changes in the care or treatment to be provided to you by the Agency.
- Be fully informed of all items and services furnished by the Agency for which payment may be charged to your healthcare insurance.
- Participate in decisions regarding care or services whenever possible.
- Make informed decisions regarding proposed and ongoing care or services and the resolution of any conflicts or ethical issues which may arise.
- Formulate advance directives.
- Confidentiality, privacy, and security.
- Have communication needs are met.
- Have property respected.
- Make informed decisions to decide to discontinue care or services or refuse part or all of care or services and be informed of the expected consequences of the refusal.

- Have your family or guardian exercise your rights if you have been judged incompetent.
- Have concerns or complaints heard, reviewed, and if possible, resolved by Nurses That Care LLC Home Care Agency,

For service-related complaints Contact your local care center.

For concerns related to suspected fraud- email [compliancehelpline@houseworks.com](mailto:compliancehelpline@houseworks.com)

- Make complaints to your local Department of Health. **These hotlines are available 24 hours a day, 7 days a week, Pennsylvania: (1-800)-254-5164.**
- You may file a complaint with our chosen Accreditation agency CHAP (Community Health Accreditation Partner) at any of the following:
- Call (1-800)-656-9656
- Email: [complaints@chapinc.org](mailto:complaints@chapinc.org)

Mail: 2300 Clarendon Blvd Suite 405 Arlington, VA 22201 (Attn: Complaints Department)

## **Client Responsibilities**

### **You have the responsibility to:**

- Provide the Agency with accurate information about your current health status so that we can make accurate decisions concerning the type of service(s) you require.
- Provide accurate insurance and financial information and to provide timely notification of changes.
- Give the Agency complete information about the medical services you are receiving, the physician and facilities who are providing your care.
- Inform the Agency's clinician about all medications or treatments you are receiving.
- Inform your physician, or the Agency's clinician of any changes in your health status, or reactions to any medications or reactions to treatments you may be receiving.
- Follow your plan of treatment as prescribed by your physician.
- Notify the Agency at least 24 hours in advance of any appointment you must cancel.

## **Grievance Procedure:**

Nurses That Care LLC is committed to upholding consumer rights as outlined above. This includes the right to escalate complaints and grievances regarding the services provided by Nurses That Care LLC. If you have any concerns about your care that you feel you cannot discuss with your primary caregiver, you may file concerns with your care center's director. If your concern is not resolved at this step, please notify the Vice President of Operations by calling **(610)-424-9066** If you are not satisfied with the resolution or if you have questions about home care services, you may contact your local Home Health Hotline.

## **Non-Discrimination Policy:**

**House Works and their family of Companies are committed to providing equal services to all clients without unlawful regard to race, color, religion, sex, sexual orientation, marital status, age, national origin, veteran status, or disability. In addition, House Works and their family of Companies comply with applicable state and local laws governing nondiscrimination in services. This policy applies to all aspects of client interactions,**

including, but not limited to, service provision, client support, and client relations. House Works and their family of Companies believe that providing a service environment that is free from discrimination and harassment of any kind is essential to each client's experience and satisfaction. Each member of management is responsible for creating an atmosphere free of discrimination and harassment, racial, sexual, or otherwise.

## **Clients can complain to these additional sites per regulation:**

### **PHRC Executive Offices**

- Open Monday-Friday, 8:30 a.m. to 5 p.m.
  - 333 Market Street, 8th Floor, Harrisburg, PA 17101-2210
  - 717-787-4410 | 717-787-7279 TTY
  - Fax: 717-787-0420 or 717-214-0584
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### **Harrisburg Regional Office**

*Counties served by the Harrisburg Regional Office*

- 717 -787-9780 | 717-787-7279 TTY
- 333 Market Street, 8th Floor, Harrisburg, PA 17101-2210 (near the intersection of 4th and Walnut streets). [Find directions, and view map](#) • Visitors must sign in with the security guard in the lobby.
- Open Monday-Friday, 8:30 a.m. to 5 p.m.

#### **Parking Information**

- The building is located less than one block west of the Amtrak and Greyhound station and Capitol Area Transit (CAT) bus stops.
  - Public parking is available on surrounding streets and in nearby garages.
  - The Chestnut Street Garage is directly behind the building.
  - Other nearby garages include: ○ Walnut Street Garage ○ Harrisburg University ○ Market Square Garage ○ Locust Street Garage
  - [Public parking map and information](#)
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### **Philadelphia Regional Office**

*Counties served by the Philadelphia Regional Office*

- 215-560-2496 | 215-560-3599 TTY
- 110 North 8th Street, Suite 501, Philadelphia, PA 19107 (southwest corner of 8th and Arch streets). [Find directions, and view map\(opens in a new tab\)](#).
- Open Monday-Friday, 8:30 a.m. to 5 p.m.



## **Parking Information**

- There is no free parking provided.
- Length of parking time at the meters is vigorously enforced.
- Commercial parking lots are located immediately adjacent to and around the building.

## **Public Transportation**

- **Subway**
  - From the Broad Street Line Subway, change at Broad & Ridge and take the Broad-Ridge Spur to the Chinatown/8th & Market Street Stop.
  - From the Frankford/69th Street El or the subway-surface system, get off at 8th & Market Street (walking distance to 8th & Arch St.).
- **Bus**
  - At frequent intervals, the C bus runs the length of Broad Street in both directions.

## **Who Pays for Home Care?**

**If you are entitled to Medicaid benefits, you may qualify for covered home care and related services if you meet the following criteria:**

- You are under the care of physician who determines you need home care and sets up a home care plan for you.
- You are confined to your home (homebound).
- The home care services participate in Medicaid (MCO: PA Health and Wellness, UPMC, and Keystone Community Health Choices (which is Nurses That Care Home Care Agency)

**Nurses That Care LLC Home Care Agency accepts many other types of health insurance such as Medical Assistance, Health Pass, Blue Cross, as well as many Managed Care Organizations (MCO's). Your home care benefits are a contract between you and your insurance company. You will ultimately be responsible for any charges not paid by your insurance company. This includes services provided by out-of-network providers. Deductibles and co-insurance amounts will be billed to you according to your individual insurance plan.**

## **Homebound Status**

Community Health Choices waiver requires that patients receiving home care services have a medical condition and be restricted to the home. A "home" may be an apartment, a relative's home or a home for the aged. However, a hospital or a skilled nursing facility is NOT considered a home.

In-order for the patient to receive home care services, the law says that a doctor must confirm that the patient cannot leave his/her home. In other words, leaving the home would REQUIRE TAXING EFFORT.

## **Usually, a patient will be considered homebound if leaving the home:**

- **REQUIRES THE AID OF MEDICAL EQUIPMENT** such as crutches, canes, wheelchairs, walkers, AND THE USE OF SPECIAL TRANSPORTATION, or Requires the help of another person, or is medically unsafe.

Even if the patient leaves the home, he/ she may still be homebound if he/ she leaves INFREQUENTLY for a short amount of time or is receiving MEDICAL TREATMENT (for example: chemotherapy, radiation therapy, and kidney dialysis).

## **Statement of Patient Privacy Rights for Medicaid and Medicare Patients**

### **Outcome and Assessment / Information Set (OASIS)** **As a home care patient, you have the privacy rights listed below:**

- You have the right to know why we need to ask you questions. We are required by law to collect health information to make sure:
- You get quality health care, and
- Payment for Medicare and Medicaid patients is correct.
- You have the right to have your personal health care information kept confidential
- You may be asked to tell us information about yourself so that we will know which home care services will be best for you. We keep anything we learn about you confidential. This means, only those who are legally authorized to know, or who have a medical need to know, will see your personal health information.
- You have the right to refuse to answer questions
- We may need your help in collecting your health information. If you choose not to answer, we will fill in the information as best we can. You do not have to answer every question to get services.
- You have the right to look at your personal health information
- We know how important it is that the information we collect about you is correct. If you think we made a mistake, ask us to correct it.
- If you are not satisfied with our response, you can ask the Center for Medicare and Medicaid Services, the federal Medicare and Medicaid agency, to correct your information.

You can ask the Center for Medicare and Medicaid Services to see, review, copy, or correct your personal health information which that Federal agency maintains in its HHA OASIS System of Records. See page 9 for CONTACT INFORMATION. If you want a more detailed description of your privacy rights, see PRIVACY ACT STATEMENT - HEALTHCARE RECORDS.

# **Privacy Act Statement-Health Care Records**

## **This statement gives you advice required by law (the Privacy Act of 1974)**

**This statement is not a consent form. It will not be used to release or to use your health care information.**

- Authority for collection of your information, including your social security number, and whether or not you are required to provide information for this assessment. Sections 1102(a), 1154, 1861(0), 1861(z), 1863, 1864, 1865, 1866, 1871, 1891(b) of the Social Security Act. Medicare and Medicaid participating home care agencies must do a complete assessment that accurately reflects your current health and accurately reflects your current health and includes information that can be used to show your progress toward your health goals. The home care agency must use the "Outcome and Assessment Information Set" (OASIS) when evaluating your health. To do this, the agency must get information from every patient. This information is used by the Center for Medicare and Medicaid Services (CMS, the federal Medicare and Medicaid agency) to be sure that the home care agency meets quality standards and gives appropriate health care to its patients. You have the right to refuse to provide information for the assessment to the home care agency. If your information is included in an assessment, it is protected under the federal Privacy Act of 1974 and the "Home Health Agency Outcome and Assessment Information Set" (HHA OASIS) System of Records. You have the Right to see, copy, review, and request correction of your information in the HHA OASIS System of Records.
- Principal purposes for which your information is intended to be used The information collected will be entered into the Home Health Agency Outcome and Assessment Information Set (HHA OASIS) System No. 09-70-9002. Your health care information in the HHA OASIS System of Records will be used for the following purposes:
  - Support litigation involving the Center for Medicare and Medicaid Services.
  - Support regulatory, reimbursement, and policy functions performed within the Center for Medicare and Medicaid Services or by a contractor or consultant.
  - Study the effectiveness and quality of care provided by those home care agencies.
  - Survey and certification of Medicare and Medicaid home care agencies.
  - Provide for development, validation, and refinement of a Medicare prospective payment system.
  - Enable regulators to provide home care agencies with data for their internal quality improvement activities.

- Support research, evaluation, or epidemiological projects related to the prevention of disease or disability, or the restoration or maintenance of health, and for health care payment related projects; and
- Support constituent requests made to a Congressional representative.

## **Routine Uses**

These "routine uses" specify the circumstances when the Center for Medicare and Medicaid Services may release your information from the HHA OASIS System of Records without your consent. Each prospective recipient must agree in writing to ensure the continuing confidentiality and security of your information. Disclosures of the information may be to:

- The federal Department of Justice for litigation involving the Center for Medicare and Medicaid Services.
- Contractors or consultants working for the Center for Medicare and Medicaid Services to assist in the performance of a service related to this system of records and who need to access these records to perform the activity.
- An agency of a state government for purposes of determining, evaluating, and/ or assessing cost, effectiveness, and/ or quality of health care services provided in the State; for developing and operating Medicaid reimbursement systems; or for the administration of Federal/ State home care agency programs within the State.
- Another Federal or State agency to contribute to the accuracy of the Center for Medicare and Medicaid Services' health insurance operations (payment, treatment and coverage) and/ or to support State agencies in the evaluations and monitoring of care provided by HHAs.
- Peer Review Organizations, to perform functions relating to assessing and improving home care agency quality of care.
- And individual or organization for a research, evaluation, or epidemiological project related to the prevention of disease or disability, the restoration or maintenance of health, or payment related projects.
- A congressional office in response to a constituent inquiry made at the written request of the constituent about some the record is maintained.

## **Effect on you, if you do not provide information**

The home care agency needs the information contained in the Outcome and Assessment Information Set in-order to give you quality care. It is important that the information is correct. Incorrect information could result in payment errors. Incorrect information also could make it hard to be sure that the agency is giving you quality services. If you choose

not to provide information, there is no federal requirement for the home care agency to refuse you services.

**Note: This statement may be included in the admission packet for all new home care agency admissions. Home care agencies may request you or your representative to sign this statement to document that this statement was given to you. Your signature is NOT required. If you or your representative sign the statement, the signature merely indicates that you received this statement. You or your representative must be supplied with a copy of his statement.**

### **Contact Information**

If you want to ask the Center for Medicare and Medicaid Services to see, review, copy, or correct your personal health information which that Federal agency maintains in its HHA OASIS System of Records call 1-800-638-6833, toll free, for assistance in contacting the HHA OASIS System Manager. TIY for the hearing and speech impaired call 1-800-8201202.

## **Notice about Privacy for Patients who Do Not Have Medicare or Medicaid Coverage**

### **Outcome and Assessment Information Set (OASIS)**

- As a home care patient, there are few things that you need to know about our collection of your personal health care information.
- Federal and State governments oversee home care to be sure that we furnish quality home care services, and that you, in particular get quality home care services.
- We need to ask you questions because we are required by law to collect health information to make sure that you get quality health care services.
- We will make your information anonymous. That way, the Center for Medicare and Medicaid Services, the federal agency that oversees this home care agency, cannot know that the information is about you.
- We keep anything we learn about you confidential.

## **What You Need to Know about Home Care Aides?**

## **Home care Aide Service**

Home Care Aide service is available to help provide personal care. The aide's duties are based on the client's individual needs. Your visiting nurse and/ or therapist determines what assistance is needed and develops the home care aide care plan which will be followed by your Aide. The Aide only performs those tasks which have been indicated on the care plan.

**If an emergency arises during the home care aide visit, please call 9-1-1.**

Nurses That Care LLC Home Care Agency has a central scheduling office which schedules your Aide visits. Please allow 2 days for us to set up the Aide service. You will receive a telephone call from us when your Aide's schedule has been coordinated and confirmed.

The usual duration of the home care aide visit is up to one hour. We try our best to accommodate requests for specific times for the home care aide visit; however, requests for specific time periods usually result in delays in starting the service. We encourage you to accept an available time and we will make every effort to accommodate your needs as soon the requested time is available.

For Home Care Aide service to be covered by your insurance, you must meet certain qualifying criteria. Our Patient Intake Coordinator will review insurance guidelines. If you do not qualify under your insurance, or wish additional hours, we can provide for your needs on a fee for service basis. Please inform your coordinator or call the scheduling manager directly at **610-424-9066**

## **Our Commitment to You**

Nurses That Care LLC Home Care Agency is committed to helping you gain access to all of the home care services necessary to maintain your independence and comfort at home.

### **What Help is Available?**

In addition to services, you are receiving while covered by your health insurance, or if you wish to continue receiving services after your coverage ends, we can provide:

- Personal Care visits to help with bathing and activities of daily living
- Respite Care to enable your family caregiver to have "time off"
- Private Duty Home care Aides that can help from 4 to 24 hours a day

Nurses That Care LLC Home Care Agency can also help with special financial arrangements that may reduce the cost of care for individuals who meet eligibility criteria for programs made available through Nurses That Care LLC Home Care Agency.

## **How Can I Get Help?**

Help is available 24 hours a day, seven days a week. If you have an immediate need, call 610-424-9066.

## **Our Promise**

The staff of Nurses That Care LLC Home Care Agency is committed to providing services to individuals whose medical needs can be treated effectively and safely in their homes; to ensuring continuity of professionally coordinated care; and to offering services which meet the highest quality standards.

Feel free to talk about the care you need with your visiting nurse. Our professional staff is available to answer any questions you may have and to assist you with making arrangements for care.

**All personnel are bonded and carefully screened through a personal interview and reference check.**

# **HIPPA Notice of Privacy Practices for Care and Nurses That Care LLC Home Care Agency.**

**This notice describes how medical information about you may be used and disclosed and how you can get access to this information.  
Please review it carefully.**

## **Introduction to the Privacy Notice**

Your medical information is a private matter. Your medical information (often referred to as your "medical record") includes the collections of paper, film and electronic files containing private information regarding your health care visits.

Legislation referred to as HIPAA (Health Insurance Portability and Accountability Act) requires health care organizations to notify patients of their privacy practices. This notice describes how medical information about you may be used and disclosed and how you can get access to this information.

Please review this carefully.

This notice describes our home care's practices and that of,

- Any health care professional authorized to enter information into Nurses That Care LLC Home Care Agency client record.
- All departments, units and programs of the health system.
- Any member of a volunteer group we allow to help you while you are under our services
- All employees, staff and other health system personnel.
- All Nurses That Care LLC Home Care Agency entities, sites and locations follow the terms of this notice.

**In addition, these entities, sites and locations may share medical information with each other for treatment, payment of health care operations, or other purposes described in this notice.**

## **Our Duties to Safeguard your Private Health Information**

We understand that medical information about you and your health is personal, and we are committed to protecting medical information about you. We create a record of the care and services you receive at Nurses That Care LLC Home Care Agency which is used to provide you with quality care and to comply with certain legal requirements.

This notice applies to all of the records of your care generated by the health system or any of its entities. Your personal doctor may have different policies or notices regarding the doctor's use and disclosure of your medical information created in the doctor's office.

This Notice will tell you about the ways in which we may use and disclose your medical information. We also describe your rights and certain obligations we have regarding the use and disclosure of your medical information.

## **We are required by law to:**

- Make sure that medical information that identifies you is kept private.
- Give you this Notice of our legal duties and privacy practices with respect to your medical information about you any changes.



- Follow the terms of the Notice that is currently in effect.

## **How Nurses That Care LLC Home Care Agency May Use and Disclose**

### **Medical Information about you**

The following categories describe different ways that we use and disclose medical info:

- **For Treatment.** We may use medical information about you to provide you with medical treatment or services. We may disclose medical information about you to doctors, nurses, therapists, medical students, nursing students, or other home care personnel who are involved in taking care of you. We also may disclose medical information about you to people outside the home care setting who may be involved in your medical care when you are discharged from Nurses That Care LLC Home Care Agency.
- **For Payment.** We may use and disclose medical information about you either prior to or following your care so that the treatment and services you receive from home care may be billed to and payment may be collected from you, and insurance company or a third party. We may also tell your health plan about a treatment you are going to receive to obtain prior approval or to determine whether your plan will cover the treatment.
- **For Health Care Operations.**

We may use and disclose medical information about you for home care operations.

These include:

- Review of our treatment and services
- Treatment alternatives
- Treatment effectiveness
- Teaching and learning purposes
- Health related benefits or services that may be of interest
- Appointment reminders
- Fundraising activities

(2) Disclosure to Relatives and Close Friends. We may disclose your PHI to a family member, other relative, a close personal friend or any other person if we (1) obtain your

agreement; provide you with the opportunity to object to the disclosure; or, (3) we can reasonably infer that you do not object to the disclosure.

- **Marketing.** We may use or disclose Protected Health Information to identify health related services and products that may be beneficial to your health and then contact you about those products and services. If you do not wish to receive information of this type, please contact Nurses That Care LLC Home Care Agency.

**Research.** Usually, we will ask for your permission or authorization before using your PHI for research purposes. However, we may use and disclose your PHI without your authorization if our Institutional Review Board (IRB) has waived the authorization requirement. An IRB is a committee that oversees and approves research involving human subjects.

- **Disaster Relief Efforts.** We may disclose medical information about you to an entity assisting in a disaster relief effort so that your family can be notified about your condition, status and location.
- **As Required by Law.** We will disclose medical information about you when required to do so by federal, state or local law.
- **To Avert a Serious Threat to Health or Safety.** We may use and disclose medical information about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person. Any disclosure, however, would only be to someone able to help prevent the threat.

## **Special Situations in Which We May Use or Disclose Your Medical Information**

- **Organ and Tissue Donation.** If you are an organ donor, we may release medical information to organizations that handle organ procurement or organ, eye or tissue transplantation or to an organ donation bank, as necessary to facilitate organ or tissue donation and transplants.
- **Military and Veterans.** If you are a member of the armed forces, we may release medical information about you as required by military command authorities.
- **Workers Compensation.** We may release medical information about you for workers' compensation or similar programs. These programs provide benefits for work-related injuries or illnesses.
- **Public Health Risks.** We may disclose medical information about you in accordance with laws or regulations for public health activities, these activities generally include the following:
  - To prevent or control disease, injury or disability.
  - To report births and deaths.
  - To report child abuse or neglect.
  - To report reactions to medication or problems with products.

- To notify people of recalls for products they may be using.
- To notify people who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition.
- To notify the appropriate government authority if we believe a patient has been the victim of abuse, new will only make this disclosure if you agree or when required or authorized by law.
- Health Oversight Activities. We may disclose medical information to a health oversight agency for activities authorized by law. These oversight activities include, for example, audits, investigations, inspections, and licensure.
- Lawsuits and Disputes. If you are involved in a lawsuit or a dispute, we may disclose medical information about you in response to a court or administrative order, a subpoena, a discovery request, or other lawful process by someone else involved in a dispute.
- Law Enforcement. We may release medical information if asked to do so by a law enforcement official.
- In response to a court order, subpoena, warrant, summons or similar process.
- To identify or locate a suspect, fugitive, material witness, or missing person.
- About the victim of a crime if, under certain limited circumstance, we are unable to obtain the person's agreement.
- About a death we believe may be the result of criminal conduct.
- About criminal conduct at the Nurses That Care LLC Home Care Agency.
- In emergency circumstances to report a crime; the location of the crime or victims; or the identity, description or location of the person who committed the crime.
- National Security and Intelligence Activities. We may release your medical information to authorized federal officials for intelligence, counterintelligence, and other national security activities authorized by law. We may also disclose your medical information to authorized federal officials so they may provide protection to the President, other authorized persons or foreign heads of state or conduct special investigation.
- Coroner, Medical Examiners and Funeral Directors. We may release medical information to a coroner or medical examiner. We may also release medical information about patients of the Nurses That Care LLC Home Care Agency to funeral directors as necessary to carry out their duties.
- Inmates. If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release medical information about you to the correctional institution or law enforcement official.

## **You Rights Regarding Medical Information About You**

## **You have the following rights regarding medical information we maintain about you:**

- Right to Inspect and Copy. You have the right to inspect and copy medical information that may be used to make decisions about your care excluding psychotherapy notes. To inspect and copy medical information that may be used to make decisions about you, you must submit your request in writing to Nurses That Care LLC Home Care Agency. If you request a copy of the information, we may charge a fee for the costs of copying, mailing or other supplies associated with your request.

We may deny your request to inspect and copy in certain very limited circumstances. You may request that the denial be reviewed. Another licensed health care professional chosen by the Nurses That Care LLC Home Care Agency will review your request and the denial. The person conducting the review will not be the person who denied your request. We will comply with the outcome of the review.

- Right to Amend. If you feel that medical information, we have about you is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment for as long as the information is kept by or for the Nurses That Care LLC Home Care Agency.

To request an amendment, your request must be made in writing and submitted to Nurses That Care LLC Home Care Agency 1 International Plaza, Suite 550, Philadelphia, Pennsylvania 19113.

You must also provide a reason that supports your request.

We may deny your request for an amendment if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that:

Was not created by us, unless the person or entity that created the information is no longer available to make the amendment.

Is not part of the medical information kept by or for the Nurses That Care LLC Home Care Agency.

Is not part of the information which you would be permitted to inspect and copy; or is accurate and complete.

Right to an Accounting of Disclosures. You have the right to request an "accounting of disclosures." This is a list of the disclosures we made of medical information about you.

To request this list or accounting of disclosures, you must submit your request in writing to Nurses That Care LLC Home Care Agency 1 International Plaza, Suite 550, Philadelphia, Pennsylvania 19113. Your request must state a time period which may not be longer than six years. Your request should indicate in what form you want the list (for example, on paper, electronically). The first list you request within a 12-month period will be free. For additional lists, we may charge you for the costs of providing the list. We will

notify you of the cost involved and you may choose to withdraw or modify your request at that time before any costs are incurred.

**Right to Request Restrictions.** You have the right to request a restriction or limitation on the medical information we use or disclose about you for treatment, payment or health care operations.

We are not required to agree to your request. If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment.

To request restrictions, you must make your request in writing to Nurses That Care LLC Home Care Agency 1 International Plaza, Suite 550, Philadelphia, Pennsylvania 19113

In your request, you must tell us (1) what information you want to limit; (2) whether you want to limit our use, disclosure or both; and to whom you want the limits to apply, for example, disclosures to your spouse.

**Right to Request Confidential Communications.** You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. To request confidential communications, you must make your request in writing to Nurses That Care LLC Home Care Agency 1 International Plaza, Suite 550, Philadelphia,

Pennsylvania 19113 We will accommodate all reasonable requests.

## **Changes to This Notice**

- We reserve the right to change this notice. We reserve the right to make the revised or changed notice effective for medical information we already have about you as well as any information we receive in the future. You may request a copy by calling 610-424-9066 and ask to have the privacy practice brochure mailed to you.

## **Complaints**

If you believe your privacy rights have been violated, you may file a complaint with the Nurses That Care LLC Home Care Agency. To file a complaint with the Nurses That Care

LLC Home Care Agency send your complaint in writing to 1 International Plaza, Suite 550, Philadelphia, Pennsylvania 19113. All complaints must be submitted in writing You will not be penalized for filing a complaint.

## **Other Uses of Medical Information**

Other uses and disclosures of medical information not covered by this notice or the laws that apply to us will be made only with your written permission. If you provide us permission to use or disclose medical information about you, you may revoke that permission, in writing, at any time. If you revoke your permission, we will no longer use or

disclose medical information about you for the reasons covered by your written authorization. You understand that we are unable to take back any disclosures we have already made with your permission, and that we are required to retain our records of the care that we provided to you.

## **What you need to know about Personal Care Services**

### ***What do you mean by personal care or home care aide services in the home?***

Personal care means assistance with routine activities of daily living, such as toileting, bathing, dressing, eating and exercising.

### **Who provides these personal care services in the home?**

Though titles may vary, it's usually someone called a home health aide, companion or attendant.

### **Where can I find a home care aide?**

They are available either through well-known community-based home care organizations, like Nurses That Care LLC Home Care Agency or through employment agencies and registries.

### **What's the difference?**

An employment agency or registry, for a fee, will refer and place personnel in your home. However, YOU assume full responsibility as the employer.

### **What do I have to do as the employer?**

Like any employer, you become legally responsible for certain payroll taxes such as Social Security and unemployment. You may also be responsible for fees to cover Workers' Compensation or other insurances. If you hire help on your own, you face the potential liability for the costs and damages of a lawsuit when you fail to maintain these coverages. On the other hand, Nurses That Care LLC Home Care Agency employs the aides they place in your home. With an organization like Nurses That Care LLC Home Care Agency you get additional benefits, too.

## **What are these benefits?**

Nurses That Care LLC Home Care Agency provides supervision, via a registered nurse, of all personnel it sends into your home. The first in-home visit by a supervisor normally takes place within the first week of service, and thereafter, at least every three months. Between visits, the supervisor is always available by telephone.

Nurses That Care LLC Home Care Agency will also carefully evaluate your home situation and develop a plan of service with you that matches your health, social and financial needs. This plan helps you maintain or regain your independence, while helping you control, even reduce, the cost of your care. As a rule, the organization will be accredited, and will provide staff that are bonded and appropriately trained.

## **What are bonded personnel?**

Bonded personnel have protection (or "insurance") against claims. Therefore, if you have a problem with a bonded employee -theft for example - and take court action, the bond will reimburse you for your loss. While such "bonding " is typically provided by recognized home care organizations, it is rare for individual employees or registries to bond themselves.

## **What type of training should an aide receive?**

Nurses That Care LLC Home Care Agency ensures that their aides meet specific standards through completion of a training program. Many home care organizations provide a training program that meets the recommended criteria of the National Home Caring Council. These training programs provide seventy-five hours of classroom and practical instruction in such areas as personal care skills, home management skills, and communicating with the elderly.

## **Professional Standards of Care:**

All personal care services provided by Nurses That Care LLC Home Care Agency will conform to standard policies and procedures and meet the highest professional and ethical standards of care.

## **How do I pay for personal care services in the home?**

Generally, you have to pay for these services privately, or "out of your pocket." Very few insurance companies cover them. Make sure you get complete information about fees.

Ask about charges for overtime, travel and equipment. Find out how often you will be billed. Ask how many bills you will receive- registries often bill separately for aide services and administrative fees. Be sure to ask if there is a minimum number of hours per visit requirement, regardless of your specific needs.

Also, when a nurse from Nurses That Care LLC Home Care Agency visits you to develop a plan of care, she or he will discuss with you other services for which you may be eligible under Medicare or other sources of funding.

## **What rights am I entitled to?**

Nurses That Care LLC Home Care Agency recognizes that you have rights as a consumer. Most organizations can furnish you with a patient bill of rights so be sure to inquire about your rights.

## **What if I have more questions?**

Call Nurses That Care LLC Home Care Agency at your convenience during normal business hours at 610-424-9066.

## **Advance Directives**

Nurses That Care LLC Home Care Agency honors your right to make informed decisions and to formulate these decisions through and advance directive. Information on advanced directives is provided to you before care is provided. If you are incapacitated at the time of admission or start of care, information on advanced directives will be provided once you are no longer incapacitated.

Upon admission, you will be asked if you have formulated an advance directive, if you do not have one but wish to have further information, the nurse will refer you to the appropriate resource. You will be provided with a copy of "It's Up to You" and asked to sign a Client Consent form which acknowledges your receipt of the guide.



If you have advanced directives, your nurse will request a copy of the advance directive and/or durable power of attorney.

Nurses That Care LLC Home Care Agency will inform all appropriate staff of the existence of the advance directive, including a loving will or designation of surrogate decision maker. All employees will respect the advance directive. It will be noted on your plan of care that you have advanced directives or that you are requesting not to be resuscitated (DNR). Our staff will honor the request after obtaining a signed physician's order. In the case of an emergency, however, when it is not possible to contact the doctor before acting, if you verbalize that you want something other than that which is indicated on the advance directive, the Nurses That Care LLC Home Care Agency employee will follow good judgment and abide by your immediate wishes.

If you are discharged or transferred to another organization, the existence of any advance directive will be communicated to that agency.

You may revoke or change an advance directive at any time. Your physician should be contacted so that new orders can be written or old orders destroyed. You should notify everyone who has a copy of the Advance Directive, of the change, including Nurses That Care LLC Home Care Agency.

In the event that an ethical issue arises in regard to decisions made about your care, Nurses That Care LLC Home Care Agency will consult with you, employees involved in your care, family members and the referring physician, and if necessary, the Ethics Committee. If an employee cannot honor the advance directive, due to his/her own conscience and ethical standard, the employee will be removed from the case and another employee will be assigned. In the event that Nurses That Care LLC Home Care Agency cannot honor your desires, due to ethical concerns, Nurses That Care LLC Home Care Agency will discuss this openly with you and assist you in transferring to another home care agency, with whom the same conflict does not exist.

Nurses That Care LLC Home Care Agency refrains from conditioning the provision of care and does not discriminate against an individual based on whether or not the client has executed any advanced directive. Should you have any concern that your wishes in-regard to advance directives or DNR status are not being followed by Nurses That Care LLC Home Care Agency, you have the right to contact the Home Health Agency Hotline at **610-4249066**. Their hours of operation are: **Monday- Friday, 9:00 AM - 5:00 PM.**

## **Managing Your Medications**

Medicines are powerful chemical used to treat disease, heal injuries, and relieve pain. Used properly, they can treat everything from headaches to heart disease. If used carelessly, medicines can cause unexpected danger. Instead of relieving symptoms, they can cause poisoning and, in some cases, death.

The medicines you should know about include herbal preparations, over-the-counter drugs, (those you can buy without prescription) and prescription drugs (chosen by your physician and sold by a pharmacist). Before you use any medicine, your doctor, nurse, or pharmacist should be told if you ever had an allergic or unusual reaction to any medicine or food.

## **Be sure you understand**

- The medication's name.
- Why you are taking it.
- How much medication you should take and how to take the medication.
- Side effects and the symptoms of side-effects you should report to your doctor.
- Activities you should avoid while taking certain medications.

## **Follow Instructions**

- Do not take anyone else's medications.
- Do not take over-the-counter medications unless they are approved by your doctor.
- Do follow any special safety precautions.
- Always ask your doctor or nurse about any questions you have.
- Ask for an easy open container if you find that childproof containers are too hard to open.
- Discard any expired medications by flushing them down the toilet.
- Turn on a light when taking any drug at night so you can read the label.
- Store medications away from heat, moisture and direct sunlight. Keep out of reach of children.
- Avoid storing your medication in the bathroom medicine cabinet.
- When traveling, carry your medications on your person; do not put them in your luggage.  
Carry your doctor's name and phone numbers with you.

## **Develop a System**

**It might be helpful to keep tabs on your medicines. Here are a few ways to make a chart:**

- *Basic Medicine Chart* - On a large sheet of paper, write down what medicines to take and what times to take them. Also note how the medicine should be taken.
- *Color-Coded Chart* - For your ease, you can color code your medication containers, using colored markers, pens, pencils, etc.
- *Check-Off Chart*- List your medicines for each day of the week. Write down what times each day to take them. Cross out the time when you've taken the medicine.

*If you need more information about medications and how to take them, please discuss your concerns with your nurse.*

# **Proper Disposal of Prescription Drugs**

## **Guidelines**

- Take unused, unneeded, or expired prescription drugs out of their original containers and throw them in the trash.
- Mixing prescription drugs with an undesirable substance, such as used coffee grounds or kitty litter, and putting them in impermeable, non-descript containers, such as empty cans or sealable bags, will further ensure the drugs are not diverted.
- Flush prescription drugs down the toilet only if the label or accompanying patient information specifically instructs doing so (see box).
- Take advantage of community pharmaceutical take-back programs that allow the public to bring unused drugs to a central location for a proper disposal. Some communities have pharmaceutical take-back programs or community solid-waste programs that allow the public to bring unused drugs to a central location for a proper disposal. Where these exist, they are a good way to dispose of unused pharmaceuticals.

The FDA advises that the following drugs be flushed down the toilet instead of thrown in the trash:

Actiq (fentanyl citrate)

Daytrana Transdermal Patch (methylphenidate) Ouragesic

Transdermal System (fentanyl) OxyContin Tablets  
(oxycodone)

Avinza Capsules (morphine sulfate)

Baraclude Tablets (entecavir) Reyataz

Capsules (atazanavir sulfate) Tequin Tablets  
(gatifloxacin)

Zerit for Oral Solution (stavudine)

Merepidine HCl Tablets

Percocet (Oxycodone and Acetaminophen) Xyrem

(Sodium Oxybate)

Fentora (fentanyl buccal tablet)

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Note: Patients should always refer to printed material accompanying their medication for specific instructions.

## **Handwashing**

**Why wash your hands? Hand washing is the easiest and most effective way of preventing infection.**

### **When should you wash your hands?**

- Before you provide care for your loved one.
- After caring for your loved one (even if you have used gloves).
- Before meals, including preparation.
- After toileting.

### **How?**

- Place your hands under running water.
- Rub soap on your hands and wrists to loosen skin oils and surface dirt.
- Point your hands downward and rinse off soap under running water.
- Dry your hands with a clean towel.

**Note: If hands become reddened or dry because of frequent washing, apply a hand lotion.**

## **Sharp Object Disposal**

You can help prevent injury, illness, and pollution by following some simple steps when you dispose of the sharp objects and contaminated materials you use in administering health care in your home. You should place:

- Needles
- Syringes
- Other sharp objects

**in a hard plastic or metal container with a screw-on tightly secured lid. Containers with sharps are not recyclable.**

Many containers found in the household will do, or you may purchase containers specifically designed for the disposal of medical waste sharps. Before discarding a container, be sure to reinforce the lid with heavy-duty tape. Do not put sharp objects in any container you plan to recycle or return to a store, and do not use glass or clear plastic containers. Finally, make sure that you keep all containers with sharp objects out of reach of children and pets. We also recommend that:

- Soiled bandages
- Disposable sheets
- Medical gloves **be placed in securely fastened plastic bags before you put them in the garbage can with your other trash.**

### **Preventing Injury and Pollution**

The EPA promotes all recycling activities, and therefore encourages you to discard medical waste sharps. When disposing of medical waste sharps, make sure that you don't mix the container with other materials to be recycled. Since the sharps impair a container's recyclability, a container holding your medical waste sharps, properly belongs with the regular household trash. You may even want to label the container, **"NOT FOR RECYCLING."** These steps go a long way toward protecting workers and others from possible injury. Although disposing of recyclable containers removes them from the recycling stream, the expected impact is minimal.

Your state or community environment programs may have other requirements or suggestions for disposing of your medical waste. Please ask your nurse if you have any question about disposal of the sharp objects and contaminated materials used in your health care at home.

## **Emergency and Disaster Planning Home Safety Tips**

During times of severe weather or emergency conditions, you will be provided with care based on priority of need. Scheduled patients will be contacted by phone and informed of the emergency plan in progress. Twenty-four-hour telephone assistance is available by calling the phone number identified on the back page. In the event that you are in need of immediate medical attention, please activate the **Emergency Medical Services by calling 911.**

### **GENERAL DISASTER PREPAREDNESS**

**PLAN AHEAD** - Discuss emergency management tips with your nurse or therapist. If an emergency arises you will be prepared and you will stay calm.

**KEEP INFORMED** - Have a battery-operated radio available. Tune in for local emergency reports.

**KEEP IN TOUCH** - Identify a neighbor who can give assistance in an emergency.

**CONTACT THE AGENCY** - If you have concerns or doubts about your emergency plan,

**CALL NURSES THAT CARE LLC HOME CARE AGENCY at 610-424-9066**

**CALL YOU LOCAL RED CROSS to receive a free copy of Your Family "Disaster Supplies" Kit brochure**

### **SNOW AND ICE STORMS**

**Can be predictable and unpredictable. Vary from community to community. Heed warnings. Gather supplies:**

- Food, water, flashlights or candles, batteries, rock, salt or car litter.
- Snow and ice removal.
- Someone to get or to deliver groceries.
- Someone to check on your safety. FIRE SAFETY

**If you are disabled, protect yourself by notifying the local fire department about your special needs.**

### **WINDSTORM**

**Heed warnings and take cover. Gather supplies:**

- Water, food, first aid kit, flashlight, any special equipment needed for your care.
- Close curtains or drapes.
- Expect utility loss and the need to shut off utilities. FLOODING
- Can be caused by heavy rain, burst water pipes, backed up sewers or burst dam.  
Usually sudden, conditions can vary, and response can vary:
- Local floor wetting - move furniture, equipment and supplies as needed. If the floor is wet, DO NO TOUCH appliances, fixtures or switches.
- Deep water - plan for evacuation, plan for what equipment or supplies must be evacuated.

## **UTILITY LOSS**

Loss of electricity, heat, water or other vital services.

Call the emergency numbers for the utility companies with which you do business!

- PECO Energy Company - 1-800-841-4141 • Philadelphia Gas Works -1-215-235-2050 Gas Leak Emergencies Only: 1-215-235-1212
- Aqua Pennsylvania (water): 1-800-711-4779  
Emergencies between 5:00 p.m. and 7:30 a.m., weekends and holidays: 1-610-525-1402
- Water Service- Refer to the Blue Pages of your phone book for the water company providing service in your area.

## **TERRORISM**

### **Create an emergency communications plan**

- Choose an out of town contact your family will call or e-mail to check on each other.
- The contact should be far enough away that they will not be affected by the same event.  
Establish a meeting place.
- Have a predetermined meeting place away from your home should your home be affected or the area evacuated; include pets, since pets are not permitted in shelters. Establish a disaster supplies kit.
- Prepare a disaster supplies kit in an easy-to carry container such as duffel bag.
- Include first aid supplies (including prescription and medications) a change of clothing, sleeping bag, battery operated radio, food, and bottled water.
- Include some cash and copies of important family documents (birth certificates, licenses) If Disaster Strikes
- Listen to your radio or TV for news and instructions.
- Follow the advice of local emergency officials.
- If disaster strikes near your home, check for damage using a flashlight - do not light matches or candles or turn on electrical switches.
- Check for fires and gas leaks; shut off any damaged utilities.
- Call your family contact.
- Evacuation.
- Wear long-sleeved shirts, long pants, and sturdy shoes.
- Take your disaster supplies kit.
- Take pets with you.

- Lock your home.
- Use travel routes specified by local authorities.
- Stay away from downed power lines.

## **Home Safety: Preventing Falls**

### **Check Clutter to prevent tripping and falling**

- Keep clutter out of pathways
- Keep electrical cords out of the flow of traffic
- Check All Rugs, Runners, and Mats to prevent slipping or tripping
- Rugs and runners tend to slide. Double-faced adhesive carpet tape or rubber mats can be used to prevent rugs from sliding. Tack down carpet edges to avoid tripping.
- Watch your step as you move to different surfaces.
- Check the telephone so you can get help
- Locate a telephone where it is accessible in the event of an accident that leaves you unable to stand.
- Consider buying a cordless phone to keep with you as you move about.
- Post emergency numbers near the phone.
- Consider using a medical alert call button system. It is a good safety feature to have.
- Check Cupboards and Closets to ensure safe storage
- Organize cupboards and closets. Place frequently used items on shelves between waist and shoulder level. Then you don't have to climb or stoop and risk a fall.
- If you need to reach a high shelf, use a sturdy step stool.
- Avoid hyper-extending (arching back) your neck to reach high items. You may become dizzy or fall.
- Check the Bathroom to prevent slips and falls
- Equip bathtubs and showers with non-skid mats and adhesive strips to prevent slipping.
- Install grab bars. They help you get in and out of the tub or shower safely. They also help prevent falls.
- Locate a light switch (a glowing switch that can be seen in the dark) near the entrance of the bathroom. Night lights are helpful too.
- Try sitting on a shower bench to bathe.
- Check the Bedroom to prevent tripping hazards
- Locate lamps, switches, or night lights close to each bed and use them when getting up at night.
- Keep a telephone beside the bed.
- Check Stair and Passageways to prevent trips and falls

- Be sure that stairs and hallways are well lighted and free of clutter to reduce the risk of tripping.
- Handrails should be on both sides of the stairways for support.
- Avoid wearing only socks or smooth-soled shoes or slippers to avoid slipping and falling; wear well-fitting shoes with low heels instead.
- To prevent stumbling, carry small loads that do not block your vision and allow you a free hand.
- Check pets are not in your way/
- Check yourself for dizziness before you start to move; stand up slowly and walk carefully.

## **Home Safety: Preventing Fires and Burns**

- Keep cords from beneath furniture and rugs.
- Check All cords
- Overloaded extension cords may cause fires.
- Make sure that cords are in good condition, not frayed or cracked
- Check Smoke Detectors
- Fire department recommend one smoke detector be located on each floor of the home.
- Develop an evacuation plan to exit the dwelling in the event of fire or other emergency.
- Test your smoke detector every month and change the batteries every 6 months.
- Notify the fire department if you or a family member has a disability that prevents you evacuation.
- Check the Bathroom
- Always check the water temperature before entering the bath or shower.
- Check the Bedroom
- DO NOT smoke in bed.
- Check the Basement
- Use correct size fuses at all times.
- Gasoline, paints, solvents, and other flammable liquids should be stored out of living areas and away from heaters, furnaces, water heaters, rangers, and other gas appliances.
- Turn water heater temperature down to 115° F.
- Patients on Oxygen Therapy in the Home increased risk of the fire, patients should exercise caution when using home oxygen.
- Keep flames, spark, and flammable materials away from oxygen equipment.
- NEVER smoke or light a match when using oxygen.
- Keep oxygen tubing clear and straight to ensure proper oxygen flow.
- Store liquid oxygen in a well-ventilated area.



**Note: Oxygen increases the speed at which things burn once a fire starts. Home oxygen therapy increases the amount of oxygen in the environment. Patients on long term home oxygen therapy should be reminded of these important issues.**

## **Preven&ng Heat Illness**

### **What is Heat Illness?**

- A collection of conditions including heat cramps, heat exhaustion, and heat stroke.
- As the heat and humidity rise so does the number of cases of heat illness.
- Heat cramps are muscle spasms in the stomach, arms or legs which may begin during or after heavy activity and may cause mild discomfort or severe pain.
- Heat exhaustion causes feeling of extreme weakness, nausea, vomiting, dizziness, and fainting and the person's skin turns pale, cold and moist with sweat.
- Heat stroke is a life-threatening emergency which causes the person to lose consciousness, their skin to become red, hot and dry. The body does not produce sweat!

### **Who is at Risk for Heat Illness?**

- Children
- Obese persons
- Elderly persons
- Persons who work outdoor
- Persons with chronic illnesses, such as heart or breathing problems
- Persons taking certain medications (check with your nurse)
- Persons with vomiting or diarrhea

### **How Can I Prevent Heat Illness?**

- Drink plenty of cool water on hot summer days but check with your doctor for any fluid restrictions.
- Reduce your physical activity and plan to do needed activities at cooler times during the day while taking many breaks and periods of rest between activities.
- Always wear a hat when exposed to direct sun light.
- Wear light-colored and porous clothing preferably cotton.
- Report any signs or symptoms of heat illness to your doctor immediately.
- Avoid alcoholic beverages.
- Avoid taking salt tablets unless ordered by your doctor.

- If you do not have air conditioning, keep your house well-ventilated by keeping windows open and using fans to keep air circulating.

## **Preventing the Flu**

### **Protect Yourself**

**You can protect yourself from getting the flu this winter season by getting a flu shot.**

### **What is the Flu?**

- A respiratory infection caused by a virus
- Commonly occurring from November through April.
- Usual symptoms are fever, chills, cough and muscle aches which can last from a few days to a week.
- Recovery is usual but complications such as pneumonia or death could develop.

### **What is Flu Vaccine?**

- It is made from killed viruses.
- It does not give you a flu.
- The viruses included in the vaccine change from year to year.
- Flu shots are given to adults by injecting into the muscle of the upper arm.
- The protective effects of the vaccine begin after about 1 to 2 weeks and last an average of several months.

### **Who should get the vaccine?**

Healthy people 65 and older.

Adults and children with heart and lung disease.

People who have kidney disease, diabetes, anemia, severe asthma, cancer, AIDS or HIV positive, or persons who are taking medications that lowers body's normal resistance to infection. People who are most susceptible to become seriously ill or die from the flu or its complications.

## **Preventing the COVID-19**

### **Protect Yourself**

**You can protect yourself from getting the COVID-19, by getting a COVID shot.**

### **What is the COVID-19?**

- A respiratory infection caused by a virus.
- Usual symptoms are fever, chills, cough and muscle aches which can last from a few days to a week.
- Recovery is usual but complications such as pneumonia or death could develop.

### **What is COVID-19 Vaccine?**

- It is made from killed viruses.
- It does not give you a COVID.
- COVID shots are given to adults by injecting into the muscle of the upper arm.
- The protective effects of the vaccine begin after about 2 to 3 weeks and last an average of several months.

### **Who should get the vaccine?**

- Healthy people 65 and older
- Adults and children with heart and lung disease.
- People who have kidney disease, diabetes, anemia, severe asthma, cancer, AIDS or HIV positive, or persons who are taking medications that lowers body's normal resistance to infection.
- People who are most susceptible to become seriously ill or die from the flu or its complications.

### **Who should not get the vaccine?**

- People who have serious and dangerous allergic reactions to eggs.
- Women who are pregnant
- People who are presently acutely ill and have a fever.
- People who have had a previous attack of Guillain-Barre syndrome.

### **What kinds of side effects are possible?**

- Soreness at the injection site up to 48 hours.
- Slight fever or achiness 1 -2 days after injection
- As with any drug or vaccine, serious reactions can occur.

# **Cold Weather Tips**

## **How can you have a warm and worry-free winter?**

**You can stay warm and safe by following a few safety tips.**

### **Furnace Safety**

- Have a qualified serviceman check your furnace and clean it.
- Remove trash, papers, and paint from the area around the furnace.
- Use metal containers for ashes.

### **Fireplace Safety**

- Cover the fireplace opening with a sturdy metal screen or heat-tempered glass door.
- Never leave fire unattended.
- Before and after heating season, have qualified personnel clean the chimney and check it for crumbling bricks, loose mortar, obstructions, and creosote buildup.
- Burn only dry, well-seasoned hardwoods like oak and birch; avoid pine, spruce and wood that is green and moist.

### **Woodstove Safety**

- Recommend cast iron or heavy steel stoves with a damper or draft control.
- There should be a minimum clearance of 36 inches between stove and walls and ceiling.
- Should be positioned on a base such as metal or brick which extends 18 inches beyond stove in all directions.

### **Portable Space Heaters**

- Be sure heater shuts off if tipped over.
- Never leave children unattended with heater.
- Be careful around kerosene heaters with canister vacuum cleaners which can spread flames onto carpets, drapes, etc.
- Do not use around explosive fumes or materials.

### **Cold Weather Fire Safety**

- Make certain curtains and blankets do not touch heaters.
- Never let vaporizer run dry.
- Plug equipment into separate outlets or use heavy duty extension cords.

- Never fold or roll an electric blanket; heat builds up and the wires break, store flat and unplugged.

### **Smoke Detectors Save lives**

- Install a smoke detector on each level of your home especially outside of bedrooms.
- Keep smoke detectors dust free; change batteries in the spring and fall when the clocks change.
- Test smoke detectors once a month.

### **Escape Planning**

- Establish a fire escape plan.
- Every room should have two ways out; make sure windows open and are not painted shut.
- Try to find an exit that does not require opening the bedroom door.
- Determine a meeting place for all household members away from the house.
- If you suspect fire, get out and call the fire department from a neighbor's house.
- Never re-enter your home, it could cost you your life.

## **Patient Guidelines for Using the On-Call System:**

**OFFICE HOURS: Monday through Friday – 9:00 AM to 5:00 PM Saturday and Sunday - OFF THE ON-CALL SYSTEM CAN BE ACCESSED THROUGH OUR MAIN NUMBER 610-424-9066 Ext 2**

## **PLEASE REMEMBER:**

The on-call admin does not know every patient receiving services from Nurses That Care LLC Home Care Agency.

The on-call attendant is available for telephone consultation only.

**DO NOT call the on-call attendant for Questions about your schedule.**

These questions are important, but they are not emergencies. Make these calls during normal business hours.

## **How to contact the on-Call Administrator:**

1. Remember, after 5:00 PM weekdays and all weekends you are connected to the on call-employee.
2. State your name, phone number and primary coordinator.
3. Give a brief description of the problem to the operator.
4. The operator will ask you to spell your name!
5. The answering service will contact the on-call administrator.
6. The on-call admin will return your call as soon as possible.
7. It may take time but if you do not hear from the admin within 30 minutes, call the answering service again.
8. If on call operator does not pick, please leave a voice mail and your voicemail will automatically be forwarded.

## **Client Comments and Concerns:**

### **How do you feel about our services?**

We would like you to tell us, you may either complete this form or call us at the number listed below. We would also like to have your ideas regarding how we can improve your safety while at home on our service. You will receive a written response addressing your concerns and outlining our follow-up. We appreciate your candid remarks.

As stated in your Client's Bill of Rights you have the right to be given appropriate and professional home care services without discrimination. You also have the right to voice your concerns, grievances or complaints about your services without fear of reprisal.

**Call: Nurses That Care LLC Home Care Agency at 610-424-9066**

***You will receive a Client Survey at the completion of your care. It is very important in maintaining our quality standards that you complete the survey and send it back in the envelope provided.***

**Thank you for your comments or concerns. Please include dates, times and names, if possible.**

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Your  
Name: \_\_\_\_\_

Relationship to  
client: \_\_\_\_\_

Phone Number:

Convenient Time to Call:

**Mail this form to: Nurses That Care LLC Home Care Agency.**

**Nurses That Care LLC Home Care Agency**

**Receipt of Handbook**

This document shall confirm that **I have received Nurses That Care LLC Home Care Agency Client Handbook and Personnel Reviewed Nurses That Care LLC Home Care Agency Client Handbook** with me and/or parent/legal guardian (if applicable).

I have read the client handbook and understand the: location/hours/after hours, client rights, services, health/safety and grievance policy.

**I Acknowledged That I Was Told That A Copy of The Client Handbook Can Be Download Off The Website At:**  
[WWW.NURSESTHATCARELLC.COM](http://WWW.NURSESTHATCARELLC.COM)

Client Signature\_\_\_\_\_ Date:

Parent/Legal Guardian Signature (if applicable) \_\_\_\_\_ Date:

Nurses That Care LLC Home Care Agency  
Office Phone: 610-424-9066