

Table of Contents

Page	ADMINISTRATIVE	ACHC	CALIFORNIA
1.001.1	Definition of Organization	HC1-1A	74600 74652 74677 74703 74705
1.001.2	Mission Statement, Goals, and Philosophy		
1.002.1	Services Offered	HC2-1A HC5-4C HC5-4A	74652 74693
1.003.1	Service Area		
1.004.1	Payment for Services		
1.004.2	Fee Schedule	HC2-1A HC3-6A	
1.004.3	Target Population		
1.004.4	Service Limitations		
1.005.1	Hours of Operation	HC2-1A	
1.006.1	Administrative Control	HC1-1A HC1-2A HC1-2D HC1-4A HC1-4B HC1-4C HC1-5A HC1-9A HC3-1A HC6-1C	74703 74705 74717 74718
1.006.2	Ethics Committee	HC2-7A	
1.006.3	Corporate Compliance Plan		
1.006.4	Branch Offices		74675
1.007.1	Professional Advisory Committee	HC1-2A	74721 74742
1.008.1	Annual Evaluation	HC1-2A HC1-10A HC3-1A HC4-11B	74719 74721 74742

Page	ADMINISTRATIVE Cont.	ACHC	CALIFORNIA
1.009.1	Admission Criteria	HC2-1A HC2-5A HC3-6B HC5-3A HC5-3B HC5-4A	74695 74707 74721
1.010.1	Discharge/Transfer from Service	HC5-7A HC5-7B	74721
1.011.1	Contingency Plan		74731
1.011.2	Agency Closure Procedures		74681 74731
1.012.1	Backup Coverage of Services		74693
1.013.1	Business Associate Contract	HC2-5C	
1.014.1	Anti Fraud Program	HC2-9A	
1.016.1	Professional Standards & Principles	HC1-7A HC1-7B	74689 74693 74695 74707
1.017.1	Financial Records	HC3-1A HC3-2A	
1.017.2	Financial Planning	HC3-1A HC3-2A	
1.017.3	Capital Expenditures	HC3-1A	
1.018.1	Services Provided under Contract	HC1-10A HC1-10D	74719
1.019.1	Research Activities/Investigational Studies	HC7-10A	
1.020.1	Public Disclosure	HC1-1A HC2-1A HC3-6A	74675 74677
1.020.2	Disclosure to Licensing Authority	HC1-8A HC1-9A	74665 74671 74729
1.020.3	Change of Ownership/Administrative Control	HC1-4A HC1-9A	74667 74673 74731
1.020.4	Plan of Correction		74744
1.021.1	Information Management		

Page	HUMAN RESOURCES	ACHC	CALIFORNIA
2.001.1	Reasonable Accommodations		
2.002.1	Personnel Records	HC4-1A HC4-1B HC4-1C	
2.002.2	Employment References		
2.002.3	Time Records		
2.002.4	OIG Excluded List	HC4-2H	

Page	HUMAN RESOURCES Cont.	ACHC	CALIFORNIA
2.003.1	Selection of Personnel	HC4-2B	74721
2.003.2	Classification of Personnel	HC4-2E HC4-2F	74721
2.003.3	Volunteers		
2.003.4	Ethics	HC2-7A	
2.003.5	Employee Dress Code		
2.003.6	Employee Health Assessments	HC4-2C	74723
2.004.1	Payday	HC4-2I	
2.005.1	Benefits & Wages	HC4-2I	
2.006.1	Confidentiality	HC2-5A	
2.007.1	Orientation & Staff Development	HC1-5A HC2-2B HC2-4A HC2-7A HC2-8A HC2-8B HC3-6A HC4-2I HC4-5A HC4-5B HC7-2A HC7-7a	
2.008.1	Policy & Procedure Agreement		
2.009.1	Competency Evaluation	HC4-6A HC4-6B	
2.010.1	Cell Phone and Texting		
2.013.1	Performance Evaluation	HC4-2I HC4-2J	
2.014.1	Employee Discipline		
2.015.1	Termination/Separation of Employment		
2.016.1	Employee Grievances	HC4-2I	
2.017.1	Smoking	HC7-5A	
2.022.1	Professional Reporting	HC1-7B	
2.023.1	Drug Testing		
2.024.1	Conflict of Interest	HC1-3A HC4-2I	
2.025.1	Knowledge/Resource Center	HC1-7B HC4-2I HC4-7A HC4-13A	74721

Page	RIGHTS RESPONSIBILITIES ETHICS	ACHC	CALIFORNIA
3.001.1	Client Conduct Responsibility & Rights	HC2-2A HC2-6A HC3-6B HC5-3I	74743
3.001.2	Non Discrimination		74717
3.001.3	Program Accessibility		
3.002.1	Solicitation/Distribution for Referrals		
3.002.2	Ethical Complaints		
3.003.1	Patients Complaints & Grievances	HC2-4A HC2-4B	
3.004.1	Reporting Abuse Neglect or Exploitation	HC2-3A	
3.005.1	Criminal History Checks	HC4-2H	
3.005.2	Nurse Aide Registry		
3.005.3	National Sex Offender Registry	HC4-2H	
3.006.1	Out-of-Hospital Do Not Resuscitate Order		
3.007.1	Advanced Directives	HC2-6A	
3.007.2	Declaration for Mental Health Treatment		
3.009.1	Coordination of Client Care	HC4-10A HC5-3K	74707
3.012.1	Facilitating Communication	HC2-8A	
3.013.1	After Hours Care	HC2-11A HC2-12A HC4-9A	74693 74703

Page	PATIENT INFORMATION	ACHC	CALIFORNIA
4.001.1	Security of Clinical Information	HC2-5A HC5-2A	74731
4.001.2	Data Backups	HC5-2A	
4.002.1	Retention of Clinical Records	HC2-5A HC5-2A	74731
4.003.1	Timeliness of Entries in Clinical Record	HC5-1c	74731
4.003.2	Client Records	HC5-1A HC5-1B HC5-5C	74697 74731 74735
4.003.3	Patient Identification		
4.004.1	Physician Orders/Plan of Care		74697 74701
4.004.2	Physician Signatures	HC5-1C	
4.004.3	Physician Delegation		

Page	PATIENT INFORMATION Cont.	ACHC	CALIFORNIA
4.004.4	Physician Verification	HC1-11A	
4.004.5	RN Delegation		74709
4.005.1	Clinical Record Review/Quarterly Review	HC6-2H	74742
4.006.1	Abbreviations		
4.007.1	Prohibition on Transporting Patient		
4.009.1	Medication Profile	HC5-8C	
4.009.2	Medication Administration Record	HC4-12A HC5-8A HC5-8B	
4.009.3	Medication Storage		
4.009.4	Emergency Medication		
4.009.5	Medication/Prescriptions Orders		74701
4.009.6	Confused Medications		
4.009.7	Administration of Blood	HC5-8A	
4.009.8	Adverse Drug Reactions	HC5-8C	

Page	NON-CLINICAL	ACHC	
5.001.1	Billing	HC3-2A HC3-7A	
5.001.2	Referrals	HC2-1A HC5-5A	
5.002.1	Verification of Primary Payer		
5.004.1	Staffing Issues	HC2-8B HC5-3Q	74707
5.005.1	Faxing		
5.006.1	Protected Health Information Password/Usernames		
5.007.1	Red Flag Rules	HC2-9A	

Page	CLINICAL	ACHC	CALIFORNIA
6.001.1	In Service Education	HC4-7A HC4-7B	
6.002.1	Patient Education	HC5-6A HC5-6B	74707
6.004.1	Wound Care Management		
6.006.1	Pain Management		
6.011.1	Reporting Emergencies in the Home		74721
6.012.1	Cardiopulmonary Resuscitation (CPR)	HC2-6B	

Page	CLINICAL Cont.	ACHC	CALIFORNIA
6.015.1	Clinical Procedures		74721
6.016.1	Care Planning	HC2-12A HC5-3A HC5-3F HC5-3I HC5-3J HC5-3K HC5-3N HC5-3P	74697 74701 74707
6.017.1	RN Pronouncement		
6.019.1	Assessment of Patients	HC5-3A HC5-3C	
6.020.1	Nurse Supervision	HC4-7D HC4-9A HC4-11C HC4-11D HC5-3M	74703 74709
6.020.2	Registered Nurse	HC4-13A	74693 74707
6.020.3	Licensed Practical Nurse	HC4-9A HC4-11D HC4-13A	74707
6.021.1	Certified Nursing Aide	HC2-11A HC4-9A HC5-3L	74709 74710 74745
6.022.1	Physical Therapy Services	HC4-11E HC4-15A HC4-15B	
6.022.2	Physical Therapy Evaluation	HC5-9A HC5-9B	
6.023.1	Medical Social Worker	HC4-15D HC4-15E	
6.023.2	Medical Social Worker Evaluation	HC5-9D HC5-9E	
6.024.1	Dietician		
6.024.2	Dietician Evaluation		
6.025.1	Occupational Therapy Services	HC4-11E HC4-15A HC4-15C	
6.025.2	Occupational Therapy Evaluation	HC5-9A HC5-9B	
6.026.1	Speech Therapy Services	HC4-11E HC4-15F	
6.026.2	Speech Therapy Evaluation	HC5-9A HC5-9B	

Page	SAFETY/INFECTION CONTROL	ACHC	CALIFORNIA
7.001.1	Infection/Exposure Control Plan	HC7-1A HC7-1B HC7-1E	74721
7.001.2	CLIA Waiver	HC7-8A	
7.002.1	Universal Body Substance Precautions	HC7-1A HC7-1B	
7.003.1	Management of Infections/Exposures in Personnel	HC7-1A HC7-1B	
7.004.1	Personal Protective Equipment	HC7-1A HC7-1B HC7-6B	
7.005.1	Hand washing	HC7-1A HC7-1B	
7.006.1	Aseptic Technique		
7.007.1	Sterile Technique		
7.009.1	Respiratory & Tuberculosis Precautions		
7.010.1	Tuberculosis Exposure Control Plan	HC7-1A HC7-1B	
7.011.1	Contaminated Reusable Materials Disposition	HC7-1A HC7-1B HC7-6A HC7-9A	
7.012.1	Contaminated Waste Disposal	HC7-1A HC7-1B HC7-6A	
7.013.1	Therapy Bag Techniques	HC7-9A	
7.014.1	Multidrug-Resistant Organisms	HC7-1A	
7.015.1	Communication of Hazards to Personnel		
7.016.1	Hepatitis B Vaccination	HC4-2D	
7.017.1	Information & Training	HC7-1A	
7.018.1	Evaluating & Maintaining Records of infections	HC7-1E HC7-1B	
7.019.1	Reporting of Communicable Diseases	HC7-1A HC7-1B	74725 74727
7.020.1	Record Keeping		
7.021.1	Medical Equipment Malfunction	HC7-9A	74693

Page	SAFETY/INFECTION CONTROL Cont.	ACHC	CALIFORNIA
7.022.1	Hazardous Waste Handling & Labeling	HC7-1A HC7-1B HC7-6A HC7-6B	
7.023.1	OSHA Bloodborne Pathogen Training	HC7-1A HC7-1B	
7.024.1	Incident/Accident Reporting	HC6-4A HC7-7A	74721
7.025.1	Agency Personnel Safety – Personal Safety	HC7-2A	
7.026.1	Agency Personnel Safety/ Unsafe Home Visits	HC7-2A	
7.027.1	Accidental Exposure		
7.028.1	Accidental Prevention	HC7-2B	
7.028.2	Fall Prevention		
7.029.1	Car Accident Reporting		
7.031.1	Disaster/Emergency Preparedness	HC7-2A HC7-3A HC7-3C	74721
7.032.1	Material Safety Data Sheet	HC7-2A HC7-6B	
7.033.1	Fire Safety	HC7-2A HC7-5A	
7.034.1	Emergency Power Source	HC7-5A	
7.035.1	Utilities/Equipment Management		

Page	QUALITY MANAGEMENT	ACHC	CALIFORNIA
8.001.1	Quality Assessment/Performance Plan	HC2-4A HC6-1A HC6-1B HC6-1C HC6-1D HC6-2B HC6-2C HC6-2D HC6-2E HC6-2F HC6-2H HC6-2I HC6-4A HC7-7A HC7-1E	74707 74721 74742
8.002.1	Patient Satisfaction Survey	HC6-2G	
8.003.1	Non Patient Satisfaction Survey	HC6-2G	

Page	PROVISIONS OF INTRAVENOUS THERAPY	ACHC	CALIFORNIA
9.001.1	Provisions of Intravenous Therapy		
9.002.1	Administration of IV Therapy		
9.003.1	Nurse Responsibility		
9.004.1	Patient Education		
9.005.1	Anaphylaxis Protocol		
9.006.1	Possession of Supplies		
9.007.1	Possession of Dangerous Drugs		

SAMPLE