

Table of Contents

Page	ADMINISTRATIVE	CHAP	TAC 558.
1.001.1	Definition of Organization	HCMG.2	213
1.001.2	Mission Statement, Goals, and Philosophy		
1.002.1	Services Offered		242 401
1.003.1	Service Area		220
1.004.1	Payment for Services		
1.004.2	Fee Schedule		
1.004.3	Target Population		
1.004.4	Service Limitations		
1.005.1	Hours of Operation	HCCC.3	210
1.006.1	Administrative Control	HCMG.1 HCMG.3 HCMG.4 HCMG.5 HCMG.6 HCPS.12	210 242 243 244 259 260 299 401
1.006.2	Ethics Committee		
1.006.3	Corporate Compliance Plan		
1.006.4	Branch Offices		27 29 220 321 322
1.006.5	Administrative Continuing Education		
1.006.6	Agency Continuing Education Plan		
1.008.1	Annual Evaluation	HCQA.1 HCQA.2	
1.009.1	Admission Criteria	HCCC.3 HCPS.2 HCPS.9	281 282 283 292 294 401
1.010.1	Discharge/Transfer from Service	HCPS.14	281 295
1.011.1	Contingency Plan		291
1.011.2	Agency Closure Procedures		217
1.012.1	Backup Coverage of Services	HCPS.10	290
1.013.1	Business Associate Contract		
1.014.1	Anti Fraud Program		
1.016.1	Professional Standards & Principles	HCPS.7	251 299

Page	ADMINISTRATIVE Cont.	CHAP	TAC 558.
1.017.1	Financial Records		252
1.017.2	Financial Planning		252
1.017.3	Capital Expenditures		
1.018.1	Services Provided under Contract		
1.019.1	Research Activities/Investigational Studies		
1.020.1	Public Disclosure		211 253
1.020.2	Disclosure to Licensing Authority		
1.020.3	Change of Ownership/Administrative Control		23 213 214 215 216 218 219
1.020.4	Plan of Correction		
1.021.1	Information Management		

Page	HUMAN RESOURCES	CHAP	TAC 558.
2.001.1	Reasonable Accommodations		
2.002.1	Personnel Records	HCMG.7 HCMG.8	246
2.002.2	Employment References		
2.002.3	Time Records		
2.002.4	OIG Excluded List		
2.003.1	Selection of Personnel	HCMG.7 HCPS.13	
2.003.2	Classification of Personnel	HCMG.7	244 245
2.003.3	Volunteers		248
2.003.4	Ethics		
2.003.5	Employee Dress Code		
2.003.6	Employee Health Assessments	HCIC.5 HCMG.7 HCMG.7 HCMG.7	
2.004.1	Payday		
2.005.1	Benefits & Wages		
2.006.1	Confidentiality		
2.007.1	Orientation & Staff Development	HCEP.2 HCMG.7 HCPS.13	245
2.008.1	Policy & Procedure Agreement		245

Page	HUMAN RESOURCES Cont.	CHAP	TAC 558.
2.009.1	Competency Evaluation	HCMG.7 HCMG.7 HCPS.13	245 701
2.010.1	Cell Phone and Texting		
2.011.1	Cultural Diversity		
2.013.1	Performance Evaluation		245
2.014.1	Employee Discipline		245 255
2.015.1	Termination/Separation of Employment		
2.016.1	Employee Grievances		
2.017.1	Smoking		
2.021.1	Professional Peer Review		
2.022.1	Professional Reporting		251
2.023.1	Drug Testing		253
2.024.1	Conflict of Interest		
2.025.1	Knowledge/Resource Center		

Page	RIGHTS RESPONSIBILITIES ETHICS	CHAP	TAC 558.
3.001.1	Client Conduct Responsibility & Rights	HCCC.1 HCCC.2	282 292
3.001.2	Non Discrimination		
3.001.3	Program Accessibility		
3.002.1	Solicitation/Distribution for Referrals		255
3.002.2	Ethical Complaints		
3.003.1	Patients Complaints & Grievances	HCCC.6	282 292
3.004.1	Reporting Abuse Neglect or Exploitation	HCCC.5	249
3.004.2	Rights of the Elderly		282
3.005.1	Criminal History Checks (Staff)	HCMG.7	245
3.005.2	Criminal History Checks (Admin)		245 247
3.005.3	Employee Misconduct Registry (EMR)		245 247 701
3.005.4	Nurse Aide Registry		245 247 701
3.005.5	National Sex Offender Registry		
3.006.1	Out-of-Hospital Do Not Resuscitate Order		
3.007.1	Advanced Directives	HCPS.13	283
3.007.2	Declaration for Mental Health Treatment		
3.009.1	Coordination of Client Care	HCPS.8	288
3.012.1	Facilitating Communication		
3.013.1	After Hours Care	HCCC.3	290

Page	PATIENT INFORMATION	CHAP	TAC 558.
4.001.1	Security of Clinical Information	HCMG.9	301
4.001.2	Data Backups		
4.002.1	Retention of Clinical Records	HCMG.9	301
4.003.1	Timeliness of Entries in Clinical Record	HCMG.9	301
4.003.2	Client Records	HCCC.4 HCMG.9	301
4.003.3	Patient Identification		
4.004.1	Physician Orders/Plan of Care	HCPS.7	281 297
4.004.2	Physician Signatures		301
4.004.3	Physician Delegation		296
4.004.4	Physician Verification		
4.004.5	RN Delegation		298
4.005.1	Clinical Record Review/Quarterly Review		287
4.006.1	Abbreviations		
4.007.1	Prohibition on Transporting Patient		
4.009.1	Medication Profile		281 300
4.009.2	Medication Administration Record		300
4.009.3	Medication Storage		303
4.009.4	Emergency Medication		
4.009.5	Medication/Prescriptions Orders		
4.009.6	Confused Medications		
4.009.7	Administration of Blood		
4.009.8	Adverse Drug Reactions		300
4.009.9	Vaccine Storage and Transportation		
4.010.1	Medication Reminding		

Page	NON-CLINICAL	CHAP	TAC 558.
5.001.1	Billing		254
5.001.2	Referrals	HCCC.4 HCPS.2	
5.002.1	Verification of Primary Payer		
5.004.1	Staffing Issues	HCPS.10	293
5.005.1	Faxing		297
5.006.1	Protected Health Information Password/Usernames		
5.007.1	Red Flag Rules		

Page	CLINICAL	CHAP	TAC 558.
6.001.1	In Service Education		245 299
6.002.1	Patient Education	HCIC.1	281
6.004.1	Wound Care Management		

Page	CLINICAL Cont.	CHAP	TAC 558.
6.006.1	Pain Management		
6.011.1	Reporting Emergencies in the Home		281
6.012.1	Cardiopulmonary Resuscitation (CPR)		281
6.015.1	Clinical Procedures		
6.016.1	Care Planning	HCPS.5 HCPS.6 HCPS.7 HCPS.8	281
6.017.1	RN Pronouncement		302
6.019.1	Assessment of Patients	HCCC.4 HCPS.1 HCPS.3 HCPS.4	281 294 401
6.020.1	Nurse Supervision	HCPS.11 HCPS.12	401
6.020.2	Registered Nurse	HCPS.8	
6.020.3	Licensed Practical Nurse		
6.021.1	Certified Nursing Aide	HCPS.11	701
6.022.1	Physical Therapy Services		
6.022.2	Physical Therapy Evaluation		
6.023.1	Medical Social Worker		
6.023.2	Medical Social Worker Evaluation		
6.024.1	Dietician Services		
6.024.2	Dietician Evaluation		
6.025.1	Occupational Therapy Services		
6.025.2	Occupational Therapy Evaluation		
6.026.1	Speech Therapy Services		
6.026.2	Speech Therapy Evaluation		

Page	SAFETY/INFECTION CONTROL	CHAP	TAC 558.
7.001.1	Infection/Exposure Control Plan	HCIC.1 HCIC.2	285
7.001.2	CLIA Waiver		281 284
7.002.1	Universal Body Substance Precautions	HCIC.1 HCIC.2	285
7.003.1	Management of Infections/Exposures in Personnel		
7.004.1	Personal Protective Equipment	HCIC.1 HCIC.3	
7.005.1	Hand washing	HCIC.1	
7.006.1	Aseptic Technique		
7.007.1	Sterile Technique		
7.009.1	Respiratory & Tuberculosis Precautions	HCIC.4	285
7.010.1	Tuberculosis Exposure Control Plan	HCIC.4	285

Page	SAFETY/INFECTION CONTROL Cont.	CHAP	TAC 558.
7.011.1	Contaminated Reusable Materials Disposition	HCIC.1	286
7.012.1	Contaminated Waste Disposal	HCIC.1	286
7.013.1	Therapy Bag Techniques	HCIC.1	
7.014.1	Multidrug-Resistant Organisms		
7.015.1	Communication of Hazards to Personnel	HCIC.2	
7.016.1	Hepatitis B Vaccination		285
7.017.1	Information & Training	HCIC.2	
7.018.1	Evaluating & Maintaining Records of infections	HCIC.5 HCIC.6	285
7.019.1	Reporting of Communicable Diseases	HCIC.5	285
7.020.1	Record Keeping	HCIC.6	
7.021.1	Medical Equipment Malfunction		
7.022.1	Hazardous Waste Handling & Labeling	HCIC.1	286
7.023.1	OSHA Bloodborne Pathogen Training	HCIC.2	285
7.024.1	Incident/Accident Reporting		
7.025.1	Agency Personnel Safety – Personal Safety		
7.026.1	Agency Personnel Safety/ Unsafe Home Visits		281
7.027.1	Accidental Exposure	HCIC.6	
7.028.1	Accidental Prevention		
7.028.2	Fall Prevention		
7.029.1	Car Accident Reporting		
7.031.1	Disaster/Emergency Preparedness	HCEP.1 HCEP.3	256 281
7.032.1	Material Safety Data Sheet		
7.033.1	Fire Safety		
7.035.1	Utilities/Equipment Management		
7.036.1	Evacuation Assistance		256

Page	QUALITY MANAGEMENT	CHAP	TAC 558.
8.001.1	Quality Assessment/Performance Plan	HCQA.1 HCQA.2	287
8.002.1	Patient Satisfaction Survey		
8.003.1	Non Patient Satisfaction Survey		

Page	PROVISIONS OF INTRAVENOUS THERAPY	CHAP	TAC 558.
9.001.1	Provisions of Intravenous Therapy		281
9.002.1	Administration of IV Therapy		303
9.003.1	Nurse Responsibility		303
9.004.1	Patient Education		303
9.005.1	Anaphylaxis Protocol		303
9.006.1	Possession of Supplies		303
9.007.1	Possession of Dangerous Drugs		303