

PROCEDURE

ORIGINAL DATE: 02/95

Revised Date: 09/04

Home Health VNA

SUBJECT: HOME HEALTH AIDE SERVICE, REQUESTING AND SCHEDULING

PURPOSE: As case manager, the primary clinician is responsible for managing home health aide services with the support and cooperation of the Home Health Aide Department. The following procedure outlines how to initiate and manage changes in HHA schedules.

A. Requesting & Assigning Home Health Aide Services

A.

1. During a patient visit, the clinician identifies the need for home health aide service. The clinician should use the clinical assessment tool to determine HHA visit frequency.
2. The clinician discusses home health aide services with patient, describes the role of a home health aide and develops a plan of care with patient.
3. The clinician communicates the request for HHA services by completing the HCA visit orders in the Palm under the POC. The HHA Scheduling Department will receive the request for HHA services when the clinician connects the Palm.
4. A hardcopy of the HHA Plan of Care must be filled out and left in the patient's home in order for the HHA to follow.
5. The HHA scheduling supervisor responds to all requests within 24 hours of the Palm connection and schedules the HHA through the Officewise system. The scheduling supervisor will contact the primary clinician if the request cannot be filled.
6. Clinicians may check status of pending referrals by accessing the Palm's Visit Frequency Order.
7. Home Health Aide services are scheduled to begin the next business day following referral unless otherwise requested by the clinician. Daily and weekend services are assigned as requested.

8. The HHA scheduling supervisor notifies and confirms start date, schedule and home health aide with patient. The HHA scheduling supervisor will instruct the patient and/or caregiver that the HHA Department must be notified of any schedule changes.
9. When the HHA scheduling supervisor has been notified by the patient of a schedule change, the supervisor will notify the clinician and HHA of such change in schedule as soon as possible. (Patients should be instructed that two hours advance notice should be given to the HHA Scheduling office if a visit needs to be cancelled.)

B.

B. HHA Schedule Changes Initiated by the HHA

1. The HHA scheduling supervisor receiving the employee cancellation will notify the patient via telephone prior to the start of the anticipated visit.
2. All cancelled shifts will be covered or rescheduled depending on patient need and preference.
3. The HHA scheduling supervisor notifies the patient via telephone and nurse via Healthwyse e-mail regarding coverage or rescheduling of shift. If the HHA Scheduling Department has been notified that this visit was to be a direct supervisory visit, the scheduling supervisor will contact the clinician via telephone.
4. The HHA supervisor documents in the call log the reason for the missed visit.

C. Patient Cancellation

1. During business hours, the patient or family contacts the HHA scheduling supervisor in the Home Health Aide office.
2. When the office is closed, the patient or family contacts the HHA scheduling supervisor on-call via the answering service.
3. The HHA scheduling supervisor receiving the cancellation notifies the clinician and aide and will delete the visit in the Officewise system with a reason code.
4. The HomeCare supervisor receiving the cancellation enters the cancellation into the call log.
5. In the event that a patient refuses two HHA visits within a week, the HHA Department will “Hold” any further HHA visits until notified by the primary clinician that the patient will accept HHA services. If the patient does not want HHA services, the clinician will discharge the HHA orders.