

OP-008 HH HS1 Scope of Service Heartspring Home Health Care

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Purpose:

To describe the agencies operations including the geographical service area.

Scope:

This policy governs the service area and services provided for Home Health Agency Heartspring Home Health Care.

Responsibilities:

Agency Staff, Regional Vice President and Care Integration Staff are responsible for knowing and adhering to this policy.

The Chief Operating Officer is responsible for the enforcement of this policy.

Policy:

The Agency will operate an office which will provide a safe and adequate location related to space, facilities, and administrative services.

Home care services are provided on an intermittent basis to patients in their place of residence. Skilled services will be provided to patients 18 years or older with the exception of administration of blood/blood products, postpartum assessment and well-baby visits, and/or any patient with a diagnosis of active contagious pulmonary tuberculosis. Any referral for home care services to an obstetrical patient and/or to a patient younger than 18 years must be approved by the Regional Vice President, Home Health. Factors influencing the decision to provide services to a minor will include, but are not limited to, adult diagnosis (rather than pediatric diagnosis) and height/weight.

The Agency will be open from 8:30 a.m. to 5:00 p.m., Monday through Friday, except designated holidays or other days decided by the Regional Vice President, Home Health. Designated organization personnel will be available to patients on an on-call basis during

non-office hours. The Agency's services will be available 24 hours a day, seven (7) days a week. The Agency will provide care to persons living within the following counties:

Brown	Butler	Highland
Miami	Clermont	Preble
Adams	Clark	Clinton
Greene	Hamilton	Fayette
Warren	Montgomery	

Designated agency personnel will be available to patients on an on-call basis during non-office hours. Visits shall be provided on weekends, holidays and when office is closed according to physician's orders and needs presented by the patient.

An answering service shall intercept calls to the certified Agency when the office is closed. A clinician shall be available to respond and provide interventions required.

Home care services are provided on an intermittent basis to patients in their place of residence.

Disciplines Provided

Non-Skilled
<ul style="list-style-type: none">• Home Health Aide
Skilled
<ul style="list-style-type: none">• Registered Nurse
<ul style="list-style-type: none">• Licensed Practical Nurse
<ul style="list-style-type: none">• Physical Therapist
<ul style="list-style-type: none">• Physical Therapist Assistant
<ul style="list-style-type: none">• Occupational Therapist
<ul style="list-style-type: none">• Certified Occupational Therapy Assistant
<ul style="list-style-type: none">• Speech Therapist

- Medical Social Worker

In all cases, the agency shall provide case management by a currently licensed clinician to determine type, appropriateness and adequacy of requested services, including at a minimum, an initial visit for assessment of the patient's needs and development of the patient care plan.

After the initial evaluation the patient is assigned to a case manager. This also applies to the occupational therapist once intermittent nursing, physical therapy or speech therapy has been established as a qualifying service.

A registered nurse shall, at all times, be readily available to provide assistance by telephone or on site for problems encountered by field staff in rendering care or unexpected changes in the patient's condition requiring immediate medical intervention.

Referenced Policies and Regulations:

Referenced policies and regulations associated with this policy will be linked here

Procedures:

Procedures associated with this policy will be linked here

Forms:

Forms associated with this policy will be linked here

Revision History:

Revision:	Date:	Description of Changes:
V1	08/2014	Review
V2	03/06/2017	Review and Format

V3	10/05/2017	Added clarification in policy statement regarding to whom services may be provided
V4	01/25/2019	Updated titles and referral approval criteria
V5	09/21/2021	Transferred to new template. Retired policy ID 03-001 and replaced with new policy ID OP-008 HH HS1. Updated TB language to include active contagious pulmonary tuberculosis Clarified responsibilities by role (new). Removed Vice President of Patient Services from policy.
V5	09/02/2022	Annual review complete, no revisions.