

# **Welcome Home. Welcome to Children's Health<sup>SM</sup>**

## **Patient Welcome Packet**

469-303-HOME (4663)



# Welcome Packet

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# WELCOME TO CHILDREN'S HEALTH HOME CARE

Welcome to Children's Health Home Care. We are honored you have entrusted us with the home-based needs of your child.

Children's Health Home Care aims to provide the best patient and family-centered care to children with special medical needs and developmental differences. We partner with you to provide an ideal healthcare experience that promotes the best interest of your child.

We believe that as a parent, you are a vital part of your child's healthcare team. Parents and family are a child's source of strength and support. We respect this special parent-child bond and rely on it to improve your child's home care experience. We welcome your comments and will always listen to your questions.

The following guiding principles help families and caregivers make decisions together:

- Dignity and Respect
- Information Sharing
- Participation
- Collaboration

Children's Health Home Care practices these beliefs with each child entrusted to our care.

This Welcome Packet contains important information about Children's Health Home Care and the home-based services we provide. Please keep this packet for future reference. We hope you find the information helpful.

We know you have a choice when selecting a home care company. We sincerely appreciate that you have chosen Children's Health Home Care to meet your child's home care needs. Please be aware that Children's Medical Center has direct ownership interest in Children's Health Home Care. We look forward to working with you and your family!

Sincerely,

Your Home Care Team

# GENERAL INFORMATION

## Contact Information & Administrator

Children's Health Home Care (Children's Home Care) proudly serves the Dallas metroplex and surrounding counties.

Please feel free to contact us via phone or email:

**Phone:** 469-303-HOME (4663)

**Address:** Children's Health Home Care  
7601 Preston Road  
Plano, Texas 75024

**Email:** home.care@childrens.com

**Administrator(s):** The Agency Administrator may be contacted at 469-303-HOME (4663).

## Our Services

Children's Home Care includes a **Home Health** department (Children's Home Health) and a **Home Medical Equipment (HME)** department (Children's HME). We are dedicated to providing quality care, medical equipment, and supplies in the home setting.

Children's Home Health provides:

- skilled nurse visits
- physical therapy
- occupational therapy
- speech and language therapy
- respiratory therapy
- care coordination
- social services

Children's HME provides the rental and sale of medical equipment and supplies. We provide the most up-to-date, quality home care products available.

## Office Hours & After Hours Availability

Our office hours are 8:00 a.m. to 5:00 p.m. Monday through Friday. If you need to reach your nurse or have an equipment related need outside of regular business hours, you can reach the on-call staff at 469-303-HOME (4663). Children's Home Care is not an emergency response system, if you have an emergency call 9-1-1 immediately.

## Non-Discrimination Policy

Children's Home Care maintains compliance with Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973. We do not discriminate in our admission policy with regard to age, race, color, sex, sexual orientation, national origin, mental or physical handicap or religion.

## Staff Expectations and Supervision

All Children's Home Care staff comply with certain guidelines for ethical behavior. Employees observe the highest standards of morality to faithfully and legally discharge the duties of their position.

Children's Home Care completes mandatory drug testing on all new staff members hired prior to their first time working with a patient or entering a patient's home. If a supervisor reasonably suspects an employee is impaired by or under the influence of drugs or alcohol, the employee will be tested for substance use.

Children's Home Care staff will never collect payment in the home or transport a patient or family. If you have a billing or transportation concern, please call us and we will help you find resources.

Children's Home Care staff is not responsible for the patient's family members. This includes siblings, friends, or other individuals residing in or occupying your residence at the time of treatment. Our staff is responsible only for the care of your child. Our staff cannot be in the home without a parent, guardian or designated individual at least 18 years of age and of sound mental and physical capabilities present.

Children's Health is a teaching organization, and Children's Home Care may utilize licensed vocational nurses (LVN), licensed therapy assistants, or student interns to provide services. If services are provided by a LVN, licensed assistant, or student intern those services will be supervised by a registered nurse (RN) or licensed therapist.

## **Staff Safety and Security**

Children's Home Care values staff safety and security. A Children's Security Representative may be present during a visit to your home. If Home Care staff is escorted by a Security Representative, it is not directly related to your home environment or your child. A community assessment of the area and the time of the visit will determine if a Security Representative will be present. All Security Representatives are employees of Children's Health and must follow the confidentiality policies and procedures of the organization.

## **Parent Expectations and Communication**

Your responsibilities as the parent or legal guardian include:

- **Phone Number**
  - A working phone number is necessary to call 911.
  - You must keep a working phone number and provide that number to Children's Home Care.
  - If possible, please keep an active voicemail system so that we can leave messages for you.
- **Home Environment**
  - A clean environment that is safe and easy to get to
  - Our staff must have access to a sink to wash their hands.
- **Participation in Care**
  - We encourage you to be active in your child's care.
  - Notify Home Care staff of any changes or special needs for your child.
  - Talk with your child's clinician(s) about your child's goals and any problems, concerns, or feedback about the plan of care.
  - Ask questions.
  - Contact us by phone, mail, or email at [home.care@childrens.com](mailto:home.care@childrens.com).

We recommend you to be CPR certified. The local American Red Cross or American Heart Association offer CPR courses. If unable to find a local CPR course, please call us for assistance.

Our staff will involve you in your child's treatment plan goals (as necessary), inform you of our services at admission to Home Care, and explain patient rights. At the end of every Children's Home Health visit, staff will ask you to sign a form confirming their visit. By signing, you agree that all the information on the form is correct. Never sign a blank form, or a form that has wrong information.

## **Language Access Services**

Language Access Services means interpretation and translation. It is available 24 hours a day, seven days a week by telephone. American Sign Language is also available by request on an as needed basis. Please let Home Care staff know if you would like a translator.

## **Scheduling and Canceling a Visit**

For Home Care to best help your child, visits must be completed on a consistent basis. When scheduled visits are missed, your child's care and progress are placed at risk. For this reason, Children's Home Care expects you to keep all scheduled appointments. Children's Home Care will follow its non-compliance policy listed below. Our staff will work with you to arrange a schedule that meets both you and your child's needs.

Please contact the office at 469-303-HOME (4663) if you need to change your child's Home Care schedule. We appreciate your assistance and we assure you that we will do our very best to accommodate your requests in a timely manner.

## **Non-Compliance Policy**

If there is a pattern of missed scheduled visits, Children's Home Care will notify your child's doctor. The non-compliance policy will be enforced. See section on Discharge Planning for more information.

### ***No notification to Children's Home Care***

After three consecutive missed visits in one month, Children's Home Care will discontinue home care services.

### ***Adequate Notification to Children's Home Care***

Cancellations on a regular basis (ex. 5 times in one month) will result in discontinuation of home care services.

# **PATIENT CARE**

## **Admission Criteria**

Children's Home Care will schedule an admission visit when an order for home care services, equipment or supplies is received from your child's doctor. Admission criteria must be met prior to establishing a routine visit schedule. We will contact your child's doctor following the initial visit(s) to approve all plans of care established by Home Care staff. Children's Home Care will request an authorization for services from your child's insurance company prior to rendering services.

## **Plan of Care**

A personalized plan of care is developed by your child's clinician, provider, and you. Family education is an essential component of your child's plan of care and will be ongoing during your child's home care visits. The plan of care is reviewed and updated as needed, based on your child's changing needs. You will be included in any changes of the plan of care by your Home Care provider.

## **Financial Aspects of Care**

We will not knowingly accept for service or continue to serve anyone whose needs cannot be met by Children's Home Care. Payment for services can be through Medicaid, Private Insurance, or Private Pay. All patient charges are the same regardless of payment source. We do not guarantee coverage of or payment of insurance claims. We do not guarantee any time frame for processing of insurance claims or subsequent billing from our office. It will be done in as timely a manner as possible.

All new services require prior verification of insurance coverage before services are rendered or equipment is ordered and/or setup. If this is not possible due to a weekend or other circumstance, after hours verification must be done on the next business day. Insurers may require pre-certification and may limit the number and type of home care visits for which they will pay. Any charges for services not covered will be discussed with you prior to rendering these services. Prior to, or on admission, you will be informed of all charges for services provided and methods of payment. Should any change be made in this policy regarding services or charges, you will be advised in writing.

## **Insurance Coverage**

### **Patient's Responsibility:**

- **Provide us with all insurance information necessary to file your claim**
- **Notify our office of any changes or loss of insurance coverage**
- **Pay all deductible and balance remaining after all insurance is filed**
- **Patient is responsible for payment in full of all claims not covered by insurance. You will be informed before delivery if we know that an item is not covered and assignment will not be accepted.**

## **Medicare**

**If Medicare is your insurance carrier and denies payment, you will be notified. At that time, if you wish to keep the equipment, it may be converted to private rental. If Medicare assignment is accepted, at no time will the charges on those items be more than the yearly deductible plus the 20% that Medicare does not pay. We will follow through with the appeal process on Medicare claims that are denied. This will be done on non-assigned claims at the patient's request.**

### **The patient is also advised that:**

- **Inexpensive, routinely purchased durable medical equipment may be rented or purchased.**
- **Minimum of one-month rental on all equipment rentals.**
- **Rental charges will be assessed until we are notified to pick up the equipment.**
- **Any charges will be assessed until we are notified to pick up the equipment.**
- **Any charges incidental to the use or operation of the equipment (such as electricity) is the responsibility of the patient.**
- **No charge for delivery or pickup of rental equipment.**
- **All claims, assigned or non-assigned, will be filed on behalf of the patient.**

**We may accept Medicare Part B assignment, billing Medicare directly for 80% of allowed charges and billing the beneficiary the 20% payment and any deductible. Presentation of your Health Insurance Card is necessary.**

## **Medicaid**

**We may provide equipment/services to Medicaid recipients upon verification and approval of coverage status and medical justification. Presentation of your State Beneficiaries Identification Card and Personal ID are required.**

## **Private Insurance**

**We may bill private insurance carriers upon verification and approval of coverage status and medical justification. You are responsible for providing our billing department with all necessary insurance information.**

## **Managed Care**

**We will provide equipment/services upon approval and authorization from the managed care representative. Presentation of your insurance card may be necessary. Remember, billing third party insurance DOES NOT guarantee payment.**

## **Infection Prevention**

**Contact with infected body fluids, such as, blood, urine, feces, mucous or the droplets sprayed into the air when a person coughs or sneezes can spread illnesses from one person to another. Some infections are spread through items that have been contaminated by drainage from infected sores or discharges from the nose, mouth, eyes or genital/rectal area. Preventing the spread of infections means interrupting the way illness travels from one person to another. Maintaining a clean environment helps to keep infections under control. Maintaining personal hygiene is important to your health. The best method of preventing infection is frequent hand hygiene.**

**Children's Home Care staff will perform appropriate hand hygiene before and after working with your child. To assist Children's Home Care staff, please provide the following:**

- 1. A work area that is clean and that has adequate lighting. When asked, please provide an area for supplies. Supplies must be stored off the floor and out of the reach of children.**
- 2. If treatment involves working on the floor, a clean blanket or sheet to protect your child and Home Care staff from being exposed to dirt from the floor.**



3. Please contact Children's Home Care office if your child is exhibiting any symptoms of illness or any new physician diagnosed illness.

You can stop the spread of germs that make you and others sick. To help stop the spread of germs:

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Cough or sneeze into your upper sleeve, not your hands, if you don't have a tissue.
- Put your used tissue in the wastebasket.
- After coughing, sneezing or blowing your nose, clean your hands with soap and water or alcohol-based hand sanitizer.
- Remind family and friends to wash their hands before interacting with Patient.

#### Sharp Objects

Sharps include needles, syringes, scissors, knives, staples, glass tubes or bottles, IV catheters, lancets, razor blades, and disposable razors. Place used sharps directly into a clean rigid container with a re-sealable lid. If a container is not provided for you, use a hard plastic or metal container such as a coffee can (reinforce the lid with heavy-duty tape). Never overfill the containers or recap needles once used. DO NOT use glass or clear plastic containers and never put sharps in containers that will be recycled or returned to a store. Seal container with tape and place in the trash can.

#### Blood or Body Fluid Spills in the Home

Blood/body substance spills are cleaned by putting on gloves and wiping fluid with paper towels. Use a cleaning solution of household bleach and water (1 cup bleach to 10 cups water) to wipe the area again. Double bag towels and throw in trash.

### Discharge Planning

Patients who meet all home care goals will be discharged from home care services. Situations may arise, however, which may result in an earlier discharge from home care services. Some examples are:

- Failure to comply with provider's orders
- Frequently missed home care appointments
- Moving outside of Home Care's service area
- A change in your child's needs to the extent that Home Care cannot meet those needs in the home
- Failure to uphold the responsibilities as outlined in the Patient's Rights and Responsibilities section of this packet.
- An unsafe environment or illegal conduct occurring in your child's home
- Situations that develop affecting your child's welfare
- Non-payment by your child's payer source
- Ineligible status with Medicaid for more than 60 consecutive days
- Admission of your child to the hospital for overnight stay
- Parental request that your child be discharged from services

If your child is admitted to a hospital overnight you should let Children's Home Care know as soon as possible. It is important that you notify the hospital that your child receives home care services. The hospital can assist you in obtaining the necessary information you will need to continue home care once your child is released from the hospital. If a situation arises that may require an earlier discharge from home care services than discussed previously, Children's Home Care will provide a five (5) day notice to you if required, a list of alternate providers to contact, and assistance with the transfer to another healthcare provider.

# ADVANCE DIRECTIVES

## Advance Directives

An Advance Directive is a signed written statement describing in advance what kind of treatment you want or do not want under special and/or serious medical conditions. For example, if your child were taken to a hospital in a coma, an advanced directive would give the hospital's medical staff information about specific decisions affecting your child's treatment.

The steps to exercise your right to decide include the following:

1. Make sure you understand your child's medical treatment options. If you do not understand something, or feel you need more information, ask questions of health care providers. You have the right to an explanation in terms you understand.
2. If you have religious concerns about your decisions, speak to your pastor, rabbi, priest, or spiritual guide. (If you have no such person, most health care facilities either have a chaplain or will arrange a special visit.)
3. Discuss openly with your physician your views and preferences; make sure he or she clearly understands your wishes.

It will be documented in your child's medical record whether or not he or she has an advance directive. If we are provided with a copy of such directive(s), it (they) will be placed in your child's medical record.

Children's Home Care will provide information to help you understand options; however, Home Care staff is not permitted to give either medical or legal advice. Such consultation, if needed or desired, should be sought from a qualified physician or lawyer.

## Do Not Resuscitate (DNR)

In the home setting, an out-of-hospital DNR is the only directive accepted to prevent the initiation of CPR. If you have an out-of-hospital DNR order for your child, you must present a copy to Children's Home Care to be placed in your child's medical record.

# PATIENT RIGHTS & RESPONSIBILITIES

## Home Care Patient's Bill of Rights

Children's Home Care is required by law to inform you of the patient or legal representative's rights and responsibilities before providing home care services. These rights include the following:

1. To exercise rights as a patient of Home Care.
2. To be informed in advance about the home care services to be furnished including: the plan of care; expected outcomes; barriers to treatment; and any changes in the care to be furnished.
3. To participate actively in the planning of care or treatment and in planning a change in the care or treatment.
4. Parent or legal representative will be provided advance notice of any change in the care or treatment plan.
5. To be informed, before care is initiated, of the extent to which payment may be expected from parent, a third-party payer, and any other source of funding known to Home Care.
6. To expect a timely response to any reasonable request for service within Children's Health, Home Care's capacity, its stated mission and the law.
7. To choose care providers.
8. To refuse care or services being offered.
9. To have assistance in understanding and exercising the patient's/parent's rights.
10. To complete an advance directive (example, "living will") for the child as allowed by law and to expect the child's health care providers to comply with any such directive.

11. To have child, family, and property treated with consideration, respect, and recognition of the patient's individuality and personal needs.
12. To privacy and confidential treatment of personal and medical records.
13. To be free from abuse, neglect, and exploitation by Home Care, a Home Care employee, volunteer, or contractor.
14. To be free to voice a complaint regarding treatment or care that is or fails to be furnished, or regarding the lack of respect for property by anyone who is furnishing services on behalf of Home Care and must not be subjected to discrimination or reprisal for doing so.
15. To be admitted for service only if Home Care has the ability to provide safe, professional care at the level of intensity needed.
16. To receive reasonable continuity of care.
17. To be informed within reasonable time of anticipated termination of service or plans to transfer to another agency.
18. To be referred elsewhere if denied service solely on his or her inability to pay.
19. To a fair hearing for any individual to whom any service has been denied, reduced, or terminated, or who is otherwise aggrieved by Home Care.
20. To be informed of what to do in the event of an emergency and be advised of the telephone number and hours of operation of the state' home health hotline.
21. In the case of a patient adjudged incompetent, the rights of the patient are exercised by the person appointed by law to act on the patient's behalf.
22. In the case of, a patient who has not been adjudged incompetent, any legal representative may exercise the patient's rights to the extent permitted by law.

## **Grievance & Praise Procedures**

Satisfaction with our services is very important. We will give full consideration to a complaint or grievance. We will make every effort to resolve the issue in an agreeable manner. All complaints will be handled confidentially. If you have a complaint or grievance, you may:

1. Speak with Home Care staff during a scheduled visit.
2. Call the Home Care office during normal operating hours and discuss your concerns with a Children's Home Care staff member. You may request to speak to a manager or director at your discretion.
3. Submit the complaint to Children's Home Care's office via email, or in writing. The address and telephone numbers are:

**Children's Health Home Care**  
**7601 Preston Road**  
**Plano, Texas 75024**  
**469-303-HOME (4663)**  
**home.care@childrens.com**

4. Privacy complaints can be submitted to the Children's Medical Center of Dallas Privacy and Information Security Officer at 214-456-4444.
5. For complaints associated with Children's Home Health services, Home Care leadership will review the complaint within 10 days and make every effort to resolve the complaint to your satisfaction within 30 days.
6. For complaints associated with Children's HME services, Home Care leadership will notify the patient/caregiver within five (5) calendar days of receiving a complaint using either oral, telephone, e-mail, fax, or letter format, that complaint has been received and is being investigated. Within 14 calendar days, Home Care leadership will provide written notification to the beneficiary of the results of the investigation and response.
7. If the complaint cannot be resolved to your satisfaction, you may request that the Home Care Administrator submit your complaint to the Compliance Department at Children's Medical Center.
8. If you are receiving Children's Home Health services and you feel your complaint was not resolved by Children's Home Health, you can contact the Texas Department of Aging and Disability Services, DADS' Consumer Rights and Services Division, P.O. Box 149030, Austin, Texas 78714-9030, toll free at 1-800-458-9858. This toll-free

line is open 24 hours a day/seven days a week. You may also contact The Joint Commission at 1-800-994-6610. For privacy complaints you may send a written complaint to the Secretary of the United States Department of Health and Human Services.

9. If you are receiving Children's HME services, you may also contact Secretary of the Department of Health and Human Services at 1-877-696-6775 or The Joint Commission at 1-800-994-6610. Any feedback, questions, concerns, or wish to file a complaint against our facility directly to Medicare call 1-800-MEDICARE (1-800-633-4227).

## **Compliance Commitment to our Patients**

Our agency is committed to complying with all federal and state regulations. If you have any questions or concerns regarding any of our activities, please contact our office.

## **Abuse, Neglect and Exploitation**

Children's Home Care is committed to protecting the health and wellbeing of its patients and their families. Children's Home Care has policies and procedures in place that are designed to prevent abuse and neglect and to increase the safety and wellbeing of all our patients. Texas Family Code 261.001

### **Abuse**

Abuse is the negligent or willful infliction of injury, unreasonable confinement, intimidation or cruel punishment with resulting physical or emotional harm or pain. Sexual abuse, including any voluntary or non-consensual sexual conduct that would constitute an offense under Section 2108, Penal Code (indecent exposure), or Chapter 22, Penal Code (assault offenses) or sexual exploitation. Child abuse is explained below.

### **Child Abuse**

Child abuse includes:

1. Mental or emotional injury to a child that results in an observable and material impairment in the child's growth, development or psychological functioning.
2. Causing or permitting the child to be in a situation in which the child sustains a mental or emotional injury that results in an observable and material impairment in the child's growth, development or psychological functioning.
3. Physical injury that results in substantial harm to the child, or the genuine threat of substantial harm from physical injury to the child, including an injury that is at variance with the history or explanation given and excluding an accident or reasonable discipline by a parent, guardian, or managing or possessor conservator that does not expose the child to a substantial risk of harm.
4. Failure to make a reasonable effort to prevent an action by another person that results in physical injury that results in substantial harm to the child.
5. Sexual conduct harmful to a child's mental, emotional or physical welfare and failure to make a reasonable effort to prevent sexual conduct harmful to the child.
6. Compelling or encouraging the child to engage in sexual conduct or causing, permitting, encouraging, engaging in or allowing the photographing, filming, or depicting of the child if the person knew or should have known that the resulting photograph, film or depiction of the child is obscene or pornographic.
7. Current use by person of a controlled substance as defined by Chapter 481, Health and Safety Code, in a manner or to the extent that the use results in physical, mental or emotional injury to a Children's Medical Center
8. Causing, expressly permitting, or encouraging a child to use a controlled substance as defined by Chapter 481, Health and Safety Code

### **Exploitation**

Exploitation is the illegal or improper act or process of a caretaker, family member, or other individual who has an ongoing relationship with a person using the resources of such person for monetary or personal benefit, profit or gain without the informed consent of such person.

### **Family/Domestic Violence**

Family/domestic violence is an act by a member of a family or household against another member of the family or household that is intended to result in physical harm, bodily injury, assault or sexual assault or that is a threat that reasonably places the member in fear of imminent physical harm, bodily injury assault or sexual assault but does not include defensive measures to protect oneself. Texas Family Code Section 71.004

## **Indecency with a Child**

**Indecency with a child means a person committing an offense with a child younger than 17 years and not his/her spouse whether the child is of the same or opposite sex and:**

- **Engages in sexual conduct with the child; or**
- **Exposes his/her anus or any part of his/her genitals, knowing the child is present, with intent to arouse or gratify the sexual desire of any person**

## **Neglect**

**Neglect is failure to provide for oneself the goods or services, including medical services, which are necessary to avoid physical or emotional harm or pain or the failure of a caretaker to provide such goods or services.**

## **Child Neglect**

**Child neglect means:**

1. **Leaving a child in a situation where the child would be exposed to a substantial risk or physical or mental harm, without arranging for necessary care for the child, and the demonstration of intent not to return by a parent, guardian or managing or possessor conservator of the child.**
2. **The following acts or omissions by a person:**
  - a) **Placing a child in or failing to remove a child from a situation that a reasonable person would realize requires judgment or actions beyond the child's level of maturity, physical condition or mental abilities and results in bodily injury or a substantial risk of immediate harm to the child.**
  - b) **Failing to seek, obtain, or follow through with medical care for a child, with the failure resulting in or presenting an observable and material impairment to the child's growth, development or functioning of the child.**
  - c) **The failure to provide a child with food, clothing or shelter necessary to sustain the life or health of the child, excluding failure caused primarily by financial inability, unless relief services had been offered and refused.**
  - d) **Placing a child in or failing to remove the child from a situation in which the child would be exposed to a substantial risk of sexual conduct harmful to the child or**
  - e) **The failure by the person responsible for a child's care, custody or welfare to permit the child to return to the child's home without arranging for the necessary care for the child after the child has been absent from the home for any reason, including having been in residential placement or having run away.**

## **Procedure for Reporting Suspected Abuse, Neglect, or Exploitation:**

1. **If you suspect your child or a child is being abused, neglected, or exploited, call the Texas Department of Family and Protective Services (DFPS) at 800-252-5400.**
2. **If any Children's Home Care employee is suspected of abuse, neglect or exploitation, the employee or contractor will be suspended immediately and an investigation conducted by Children's Health Home Care or the appropriate state agency. If the investigation finds that abuse, neglect or exploitation occurred, the employee or contractor will be terminated and the incident(s) reported to the appropriate state department, licensing board or law enforcement official.**

## **If a Children's Health Home Care Employee suspects Abuse, Neglect, or Exploitation:**

1. **All health care professionals, whether employed or contracted by Children's Home Care, who suspect abuse, neglect or exploitation are required by law to report such to the Texas Department of Family and Protective Services (DFPS) at 800-252-5400 and the Texas Department of Aging and Disability Services (DADS) at 800-458-9858 within 48 hours of discovery. Children's Home Care supervisors will be notified as well. Texas Code Duty to Report Section 261.01**
2. **Any nurse or other professional who suspects that a patient is a victim of family violence has the legal obligation to provide information in the form of a written notice mandated by the State of Texas. The provision of the completed notices plus documentation of the reason(s) why abuse is suspected will be documented by Children's Home Care.**
3. **All reports of suspected abuse, neglect or exploitation shall be documented by Children's Home Care to the extent required by Texas law. Documentation shall report only observations and statements by the persons involved. The reporter will not document conclusions or opinions. Copies of reports filed with DFPS or local law enforcement will be tracked and kept by Children's Home Care.**

4. Incidents of family/domestic violence may be reported to a local law enforcement agency.

### Community Resources Information

If you need help with transportation, finances, equipment, counseling, support groups, employment, etc., the best place to start is by dialing 2-1-1 on your telephone. 2-1-1 is an information and referral source for any city within the State of Texas. When you dial 2-1-1, you will talk to a trained resource specialist who has access to database listings many health and human services in Texas.

You may be able to get help with: rent and utility assistance, food, emergency shelters, where to get employment help, medical and mental health assistance, help with transportation, and trained suicide intervention counseling. You can also get information on affordable child care, information about caring for an aging relative, or help recovering from a disaster.

Information and referral is available 24 hours a day, 7 days a week throughout the year. Information can be provided in over 90 different languages.

#### Additional Resources

Child Protective Services	1-800-252-5400
Housing Crisis Hotline	214-828-4244
National Suicide Hotline	1-800-273-8255
National Hope Line	1-800-442-4673
Hope Online Chat	<a href="http://www.hopeline.com">www.hopeline.com</a>
Domestic Violence Hotline	1-800-799-7233
Trevor Project (LGBT)	1-866-488-7386
National Human Trafficking Referral	1-888-373-7888
Non-emergent Policy Line	214-744-4444
Rape Crisis: Collin County	1-800-866-7273
Rape Crisis: Dallas County	972-641-7273
Rape Crisis: Tarrant County	817-927-2737

For additional support, please contact Children's Health Home Care Social Worker at 469-303-HOME (4663).

## NOTICE OF PRIVACY PRACTICES

Children's Health<sup>SM</sup> complies with, and wants to explain, the federal regulations regarding your information and the measures we take to safeguard your personal privacy.

This Notice explains how Children's Health, its employees, medical/dental staff, students and trainees, volunteers, all departments and clinics, and other healthcare providers whose names will be made available upon request, may use and provide your Protected Health Information (PHI) to others for treatment, payment, and healthcare operations as described below, and for other purposes allowed or required by law.

PHI is information that you provide Children's Health, or that we create or receive about your healthcare. PHI contains a patient's age, race, gender, and other personal health information that may identify the patient. The information relates to the patient's past, present, or future physical or mental health and to related treatment, services, and payment for care.

#### Understanding your health information

Each time you visit Children's Health, a record of your visit is made in order to manage the care you receive. Children's Health understands that PHI is personal, and the confidentiality of PHI is protected under both state and federal law.

Children's Health has an electronic health record and will not use or release your PHI without your written authorization, except as described in this Notice. Use or disclosure pursuant to this Notice may include electronic transfer of your PHI.

## **Breach Notification**

In certain instances, you have the right to be notified in the event that Children's Health, or one of our business associates, discovers an unauthorized use or disclosure of your unsecured health information. Notice of any such use or disclosure will be made as required by state and federal law.

## **Children's Health use and release of PHI without your authorization**

The following section explains the various purposes for which Children's Health is permitted to use and release PHI.

### **Treatment Purposes**

In providing healthcare services at Children's Health, your PHI may be shared with your treating healthcare providers to the extent necessary to provide treatment and care to you. These healthcare providers may include doctors, nurses, pharmacists, labs, and other healthcare providers who are involved in your care both at Children's Health and at outside healthcare providers.

### **Payment Purposes**

Children's Health may need to share your PHI in connection with payment for services you receive. For example, Children's Health may contact and share information with an insurance company, a government program, or other third parties to determine eligibility status, obtain prior approval, determine if your health plan will pay for treatment, and to file claims.

### **Healthcare Operations Purposes**

Children's Health may use and release your PHI for general healthcare operations purposes, including the following:

- **Quality Improvement Activities:** Information may be shared to improve the quality or cost of care. For example, your PHI may be reviewed by Children's Health or outside agencies to evaluate and improve the quality of care and services we provide.
- **Medical Residents, Students and Trainees (Students) and Volunteers:** Students and volunteers may have access to your PHI for training, education, and service purposes as they participate in educational programs, training, internships, residency programs, or Children's Health volunteer program.
- **Appointment Reminders:** Children's Health may provide you with appointment reminders and inform you of treatment alternatives, benefits, or services related to your health.
- **Care Everywhere Program:** Your PHI is kept in an electronic format and may be electronically shared with certain Children's Health healthcare partners. Care Everywhere is designed to link participating facilities so that those facilities may have access to your PHI to coordinate care more easily. Participation is voluntary, unless required by law, and you may opt out of participation at any time by noting this on the Protected Health Information section of the General Consent for Treatment and Acknowledgements form that you complete at registration or by contacting Children's Health Privacy Office. If you opt out, your PHI will not be electronically shared with other healthcare partners. You can change your mind or withdraw consent at any time, unless disclosure is required by law; however, Children's Health cannot take back information that has already been shared.
- **Health Information Exchange:** Your electronic medical records may be shared with electronic Health Information Exchanges (HIEs) (sometimes referred to as Regional Health Information Organizations or RHIOs). Participation is voluntary, unless required by law, and you may opt out of participation at any time by noting this on the Protected Health Information section of the General Consent for Treatment and Acknowledgements form that you complete at registration or by contacting Children's Health Privacy Office. If you opt out, identifiable PHI will not be shared with an HIE, unless required by law. An HIE is helpful if you require treatment at another facility that participates with Children's Health in an HIE because it enables the other facility to gather PHI through the HIE to obtain your medical history and coordinate care. Unless disclosure is required by law, you can change your mind and withdraw consent at any time; however, Children's Health cannot take back information that has already been shared.
- **Business Associates:** There are some services that Children's Health provides through contracts with third party business associates. Examples include transcription agencies and copying services. Your PHI may be disclosed to our business associates to perform the services they have been contracted to perform. To protect your PHI,

Children's Health requires these business associates to appropriately protect your PHI in compliance with all laws.

- **Hospital Directory:** Unless you object, Children's Health may include certain limited information about you in the hospital directory while you are in the hospital. This information may include your name, location in the hospital, general condition (for example: good, stable, critical, etc.), and religion. This information may be provided to members of the clergy. This information, except for religious affiliation, may also be provided to people who contact the hospital and ask for you by name. If you do not wish to be included in the hospital directory, please check the box on the General Consent for Treatment and Acknowledgments form under Directory Information requesting you be designated a "no information patient."
- **Continuity of Care:** Once you have been discharged, your information may be shared with other healthcare providers, such as home health agencies and community service agencies, in order to obtain their services on your behalf. Also, we may use your PHI to contact you with information about disease prevention and health management.

#### Other Disclosure Purposes

- **Required by Law:** Children's Health must report certain parts of your PHI to legal officials or authorities, including law enforcement, the court system, or government agencies. Examples include: reporting suspected abuse or neglect, domestic violence, or certain physical injuries, and responding to a court order, subpoena, warrant, or lawsuit request.
- **Public Health:** Children's Health may be required to report certain parts of your PHI to public health authorities. Examples include reporting certain diseases, injuries, and birth or death information. Children's Health may also be required to report certain information to the Food and Drug Administration (FDA), or information related to child abuse or neglect.
- **Health Oversight Agencies:** Children's Health may be required to release certain information to state or federal agencies so they can monitor, investigate, or discipline those who work in the healthcare system.
- **Research Purposes:** Children's Health may use or release your PHI for research purposes. If you are involved in a research study, there will be a specific approval process which includes your authorization to participate. In some instances, PHI may be used without your authorization, but your identifying information will not be released without your authorization.
- **Notification/Disaster Relief:** Children's Health may use or release your PHI for disaster relief efforts.
- **Activities Related to Death:** Children's Health may release your PHI for organ and tissue donation or to coroners, medical examiners, or funeral directors so they can carry out their duties related to death. Examples include: determining cause of death, and carrying out funeral preparation activities.
- **To Avoid Serious Threat to Health or Safety:** Children's Health may use and disclose your PHI to the proper authorities when necessary to prevent a serious threat to the health and safety of the public or another person.
- **Military:** Children's Health may release your PHI to the proper requesting authorities if you are a member of the armed forces.
- **Law Enforcement Custody or National Security:** Children's Health may release your PHI to a correctional institute or law enforcement official if you are under the custody of state or federal law enforcement officials or incarcerated, for the purpose of providing you with healthcare, to protect your health and safety or the health and safety of others, or for the safety and security of the law enforcement official or correctional institute.
- **Workers' Compensation:** Children's Health may be required to release your PHI regarding workers' compensation benefits and activities.
- **Fundraising:** Children's Health may use your limited PHI to contact you regarding fundraising for the purpose of and in conjunction with Children's Health mission to provide healthcare and make life better for children. You have the right to not receive these communications. You may contact the Privacy Office if you want to exercise your right to not receive these communications. Children's Health will not condition your treatment on whether you have agreed to receive fundraising communications.
- **Marketing:** Children's Health may only use your PHI for limited marketing purposes as follows: face-to-face communications, promotional gifts of nominal value, refill reminders, or to otherwise tell you about a drug related to your treatment or our healthcare operations as described in this Notice. Examples of these communications include: case management, care coordination, or treatment alternatives that may be available.

#### Releases of your PHI that require your authorization

Your authorization is needed for other uses and disclosures of your PHI, except for the types of examples included under the exceptions described above. This includes, unless otherwise required by law, release of psychotherapy notes, broader marketing purposes, sale of your PHI, HIV/AIDS information, substance abuse treatment records, and deceased patients' records.



If you provide Children's Health the authorization to use or release your PHI, you may revoke that authorization at any time; however, Children's Health cannot take back information that has already been shared.

The authorization can be revoked by following the instructions described on the Authorization for the Inspection, Use, Disclosure and Release of Health Information form, which can be obtained on our website at [www.childrens.com](http://www.childrens.com) or by contacting the Privacy Office.

## **Your Privacy Rights**

Your rights regarding your PHI are as follows:

### **Right to Receive This Notice of Privacy Practices**

You have the right to receive a copy of this Notice at any time. You may obtain a paper copy of the current notice in all clinical areas at Children's Health or an electronic copy by visiting Children's Health website at [www.childrens.com](http://www.childrens.com).

### **Right to Review and Ask for a Copy of Your PHI**

You have the right to review and request copies of your medical records that may be used to make decisions about your care. Usually this includes medical and billing records, but there may be exceptions for psychotherapy notes or information about third parties.

You may request a paper or electronic copy of your medical record by visiting our Health Information Management department, by completing the Authorization for the Inspection, Use, Disclosure and Release of Health Information form located at [www.childrens.com](http://www.childrens.com), or by contacting the Privacy Office.

Also, you can sign up for a MyChart account, which allows you to electronically access portions of your health information at [www.childrens.com](http://www.childrens.com). Children's Health may charge you a fee to copy and/or mail your medical record to you as permitted by law. If we are able, we will provide an electronic copy to you within 15 days of your written request and receipt of appropriate fees.

### **Right to Request Confidential Communications**

You have the right to specify that Children's Health communicate with you about medical matters in a certain way or at a certain location. For example, you can ask that we only contact you by telephone at work, or that we only contact you by mail at home or by email. We will follow your request whenever it is reasonably possible. You can request an alternate place for communication by completing the form Request for Alternative Communication of Health Information at the time of registration, or on Children's website at [www.childrens.com](http://www.childrens.com), or by contacting the Privacy Office at 214-456-4444 to request an alternate place for communication.

### **Right to Request Restrictions**

You have the right to request restrictions or limitations on how your PHI is used or released. We have the right to deny your request, except we must agree when the disclosure of PHI would be to a health plan if the disclosure of PHI is for payment or healthcare operations and is not otherwise required by law, and if the PHI is for a healthcare item or service which was paid in full by you, or was paid in full by a person, other than health plan, on your behalf. You can complete the form Request for Restricting the Use or Disclosure of Health Information which can be found at [www.childrens.com](http://www.childrens.com) or by contacting the Privacy Office at 214-456-4444.

### **Right to Amend**

You have the right to ask that your medical record at Children's Health be changed if it is not correct or complete. Children's Health does have the right to deny your request if we did not create the information; if we do not keep the information; if you are not allowed to see and copy the information; or if the information is already correct and complete. You may request a change by completing the form Request for an Amendment of Health Information which can be found at [www.childrens.com](http://www.childrens.com) or by contacting the Privacy Office at 214-456-4444.

## Right to a Record of Releases

You have the right to request a record of releases (accounting of disclosures) when Children's Health has disclosed your PHI. You can request a record of releases of your PHI by submitting the form Request for an Accounting of Disclosures of Health Information to the Health Information Management Department. This form can be found at [www.childrens.com](http://www.childrens.com) or by contacting the Privacy Office at 214-456-4444. If you request this record of releases more than once per year, Children's Health may charge a fee for providing the list. The list will contain only information that is required by law. This list will not include releases for treatment, payment, and healthcare operations, or releases that you have authorized.

## Questions or Complaints

If you have questions regarding your privacy rights, please call Children's Health Privacy Office. If you believe your privacy rights have been violated, you may file a complaint by contacting Children's Health Privacy Officer through Children's Health HIPAA Hotline at 214-456-4444, by e-mail at [privacy@childrens.com](mailto:privacy@childrens.com), or with the Secretary of Health and Human Services. You will not be penalized for filing a complaint.

## Privacy Officer Contact Information:

Privacy Officer  
Children's Medical Center of Dallas  
1935 Medical District Drive  
Dallas, TX 75235  
214-456-4444

# HOME & PATIENT SAFETY

## General Home Safety Measures

Your child's safety is our top concern. During the admission visit, Home Care staff will complete a home inspection to evaluate the possibility of any safety hazards. If changes are needed to make the home a safer place for your child's treatment, it is your responsibility as the parent or legally authorized person to make sure that the home environment meets the following suggested standards.

### General Safety

- Learn first aid and CPR.
- Make an emergency escape plan that includes plans for evacuating any disabled persons and practice the plan on a regular basis.
- Install/maintain proper locks on doors and keep them locked.

### Fire Safety

- Do not overload electrical systems.
- Smoke detectors on every level of the house- check battery monthly.
- Make sure clear pathways are established to all exits. No furniture or boxes blocking exits.
- Do not smoke in bed.
- Do not smoke in the house if oxygen is in use.

### Fall Prevention

- Keep crib side rails raised to full height; lower the mattress as your child grows.
- Carefully strap your child in when using an infant seat or feeding chair.
- When using an infant seat be sure to set it on the floor or in a playpen.
- Do not leave your child unattended on a bed, a couch or a changing table.
- Place safety gates at the top and bottom of stairways and around pools/spas.
- Put guards or locks on windows and secure your window screens. Screens are designed to keep bugs out, not children in.
- Use proper transfer techniques from: bed to chair, chair to bed, chair to toilet.

- Use equipment as prescribed – cane, walker, crutches, gait belt.
- Avoid or anchor throw rugs or mats with double-sided adhesive or rubber matting.
- On staircase use proper handrails.

#### **Safety in the Bathroom**

- Use non-slip rugs on the floor to prevent slipping.
- Install a grab-bar on the shower wall, and non-slip footing strips inside the tub or shower.
- Place locks on toilets and the door leading to the bathroom to prevent drowning.
- If your child has problems sensing hot and cold, you should consider lowering the temperature setting of your water heater so you don't accidentally scald your child.
- Never leave your child alone while in the bathtub. Always stay within arm's reach.

#### **Hazardous Waste Disposal**

- Place all needles and syringes in a hard plastic or metal container with a screw top or re-enforce top with heavy duty tape.
- Place soiled bandages, disposable pads/sheets and medical gloves, masks and gowns in securely fastened plastic bag before placing them in the garbage can with other trash.

#### **Poison Prevention**

- Poison Control Number: 1-800-222-1222
- Keep all substances in their original containers.
- Store containers in a locked cabinet out of reach of children.

## **Parent Instruction Guide for Child Safety**

#### **Preventing Choking, Strangulation, and Suffocation**

- Do not use cribs with slats more than 2 inches apart.
- Do not share your sleeping space with your infant, practice room sharing instead.
- Keep the crib free from clutter such as loose blankets and sheets, stuff animals and bumpers.
- Never put a baby to sleep on a couch, adult bed, chair or car seat. Keep all small objects out of reach, if all sides fit in a toilet paper roll then it is too small for young kids. Avoid small hard food (e.g. candy, nuts, raisins).

#### **Preventing Drowning**

- Actively supervise your child when near any source of water, including: swimming pools, buckets, bathtubs, etc.
- Do not leave child unattended near the water.
- Children can drown in as little as one inch of water, empty buckets, bathtubs and sinks when not in use.
- Keep bathroom doors closed and toilet lids closed when not in use.
- Sign your child up for swimming lessons.
- Non-swimmers need to always wear a Coast Guard Approved life jacket around the water.

#### **Car Safety**

- According to Texas law, all children younger than 8, unless 4 feet 9 inches tall must ride in a car seat or booster seat.
- Look at the height and weight limits listed on your child's current car seat, if your child does not meet the accepted limits the seat is not safe.
- Car seats expire. Make sure to check your child's current car seat to make sure it has not expired.
- Never buy a used car seat.
- It is safer to keep children facing the back of the car until age two.
- Have your car seat inspected by a certified car seat technician, call 214-456-2059 to make an appointment at the free Children's Car Seat Inspection Station.
- Some children with special medical needs cannot be in normal car seats, call the Injury Prevention Service at 214-456-1870 to discuss the best car seat options for your child.
- Keep the car locked and the keys away from the reach of children.
- Always check the back seat when reaching your destination.

## **Use of Home Medical Equipment**

It is essential that you use any medical device safely and correctly to benefit from its use. The following suggestions will be helpful in the safe use of these devices.

- If your child is on a monitor, make sure the alarm can be heard from all parts of the house; be sure to observe other recommended safety precautions.
- Always follow the directions indicated by your Home Care representative.
- Always use all the safety devices provided.
- Be sure unit is secure and/or stable prior to use.
- Any adjustments should be made before use.
- Never reset, bypass, or cover alarms.
- Always use safety locks and make sure they are locked in position.
- Bed railings should be secure and properly positioned.
- Never move into or out of a wheelchair unless both brakes are fully engaged.
- Power sources should meet or exceed electrical/amperage requirements of the equipment. Electrical devices should be plugged into a properly grounded outlet. Multiple plugs should not be used.
- Electrical cords should not impede walking areas. If unavoidable, they should be TAPED DOWN to avoid tripping.
- Extension cords should not be used. Machines should be placed as close to the outlet as possible.
- If necessary, rearrange furniture to provide for easy access to important areas of your home.
- Make sure no body parts come into contact with moving parts of equipment (wheelchairs, raising and lowering bed, etc.).
- Only responsible individuals familiar with the operation should operate devices. Children and incompetent adults should not operate devices.
- Follow all instructions on proper cleaning and routine maintenance of equipment.

## **Oxygen Safety**

Your child's provider may prescribe the use of oxygen. Oxygen is a drug and is only effective and safe for use in a prescribed dosage. Your child's provider will carefully select this dosage and you should follow the instructions carefully. The guidelines below should be followed. Improper use, handling, or storage of oxygen could lead to a serious safety event for neighboring residences and buildings.

Children's Health Home Care staff will continually assess compliance with oxygen safety standards. You and your primary care physician will be notified of any ongoing recognizable non-compliant oxygen safety practices. Continued non-compliance with standards will result with discharge of oxygen services from Children's Health Home Care.

### **Fire Hazard**

- Oxygen is not flammable itself but does support combustion. This means some things may burn hotter or faster when oxygen is present.
- Smoke alarms need to be in every room. Test smoke alarms monthly and change the battery once a year.
- Keep a fire extinguisher close at hand and make sure you know how to use it.
- Do not use matches or lighters if oxygen is in use in the home.
- Avoid open flames in sight (candles, gas stove, gas/wood burning fireplace).
- Ovens, space heaters, and other heating devices should be kept at least 5 feet away from the oxygen cylinder.
- No smoking within 5 feet of the patient and equipment.

### **Handling and Storage of Tanks**

- Cylinders should be stored in the stand or lying flat to avoid tipping.
- Always secure tanks in a moving vehicle, to avoid falling or tipping. Tanks should not be stored in the trunk of a car.
- Cylinders should not be stored in confined or unventilated areas.
- Cylinders should not be stored near flammable substances or heat/ignition sources.

### **Concentrator Safety**

- Power source should meet or exceed electrical/amperage requirement of the equipment.

- Devices should only be plugged into a properly grounded outlet. Machines should be placed as close to the outlet as possible. Multiple plugs or extension cords should not be used.
- Electrical devices that create heat or sparks should be avoided.
- Tubing should be used with care and not impede walk areas.
- Cleaning and maintenance instructions provided by the oxygen company should be followed closely.

### **Safe & Effective Use of Medication**

- Store medicines in childproof containers and out of the reach of children. Store medicines away from heat, moisture or direct sunlight (bathroom cabinets are usually NOT suitable because of the heat in the bathroom)
- Keep all medications in their original containers.
- Read patient instruction sheets received with prescriptions.
- Be aware of side effects of medications. Report any potential side effects of your medicine such as rash, headache, nausea or diarrhea promptly
- Contact your physician if you have any of the side effects noted.
- Contact your physician or pharmacist if you have any questions about your medications.
- Write a medication schedule.
- Never give a child another person's medication or give them your medication.
- Take all of the prescription, even if a child start feeling better, unless advised to discontinue by a doctor.
- Know each medicine's name, how much the Patient is to take and what time of day the medication is to be taken
- Check the expiration date and discard out-of-date medications safely
- If you see more than one physician, tell each physician about the medications the other physicians have prescribed.

### **Home Care Emergency/Disaster Planning Guide**

In a disaster or inclement weather, our staff may be unable to safely travel to your home. If this is the case, Children's Home Care staff will call you to notify you and reschedule the visit if necessary.

Critical care needs are evaluated at the time of admission and following any changes in health status. If your child has critical care needs, you will be informed of various community resources to assist you in the event of an emergency situation. If you have a medical emergency, call 911 or follow instructions from community disaster broadcasts.

Children's Home Care has prepared the following guidelines to assist you in maintaining optimal safety and care during a natural disaster (tomado, flood, ice storm or environment accident).

#### **Preparing for a Disaster**

- Decide now where you plan to go if you are ordered to evacuate. You may leave the area to stay with friends or family who live in a safe area, go to a hotel or motel in a safe area or go to a Red Cross public shelter.
- Check your emergency supplies.
- Register now if you will need assistance during an evacuation. You may register by calling 211 and asking for your area's special needs transportation registry. After providing your zip code you will be given the number of your local police station by the 211 operator. Confirm that you have an emergency contact on record with Children's Home Care. This name and number MUST be in addition to the primary contact person's name and the home phone number.
- Contact your electric company to alert them if you have a family member on a ventilator. Please inform them you need to be on the high priority list for restoration of power and bypass of rolling electrical outages (brown outs). When you call, make sure you have the following information available:
  1. Name of the account holder
  2. Account number
  3. Address of residence
- How can you contact your electric company?
  - Locate your electric company phone number on your bill.
  - Call your city's main number.

Request assistance from a Home Care staff member at 469-303-4663.

## **Emergency Supply Kit**

An emergency supply kit is a simple way to help you and your family after a disaster. Keeping a portable emergency supply kit will help in a quick evacuation. Always keep your kit in a pre-determined location and make sure all family members know where it is located. Refresh your kit regularly to ensure it has what you may need.

A basic emergency supply kit should include:

- Bottled water (three-day supply of four quarts per person per day)
- Food (three-day supply of non-perishable foods such as canned meats, fruits, and vegetables)
- Can opener, pocket knife, eating utensils, cups, plates, and bowls
- First aid kit and at least a 30 day supply of prescription medications
- Whistle to signal for help
- Dust mask
- Plastic sheeting and duct tape to shelter-in-place
- Battery-operated radio and extra batteries
- Flashlight and extra batteries
- Tools, tape, plastic sheeting, signal flares, and matches
- Fire extinguisher
- Sanitation products such as moist towelettes, toilet paper, paper towels, soap, detergent, bleach, and disinfectant
- Clothing and bedding for each family member
- Special items for babies, the elderly, disabled persons or others with special needs
- Cash or traveler's checks
- Important documents (kept in waterproof containers) such as insurance policies, deeds, titles, stocks, birth certificates, passports, wills, immunization records, etc.
- If you have a pet, include pet food, a carrier or cage, and a leash
- Garbage bags and plastic ties
- Local maps
- Prescription medications and glasses
- Emergency reference material such as first aid book
- Sleeping bag or warm blanket for each person.
- Matches in waterproof container
- Mess kits, paper cups, plates and plastic utensils, paper towels
- Paper and pencil
- Complete change of clothing including a long sleeved shirt, long pants and sturdy shoes

## **Dangerous Weather Approaching**

Listen for weather updates. Floods, tomados, and ice storms are often unpredictable so keep informed. Tune in local television programming and local radio stations to keep abreast of any changes. Have your car ready. Check the gas, tire pressure, oil and water.

We recommend that you and your family have the following available in your home at all times in case of weather emergency or disasters such as hail storms, tomadoes, flash floods, fires or snow or ice storms. Put together you emergency survival kit:

- Fire extinguishers
- Smoke and carbon monoxide detectors
- First aid kit
- Battery powered radio (NOAA Weather Radio and/or portable radio to receive emergency information)
- Flashlights and extra batteries
- Non-perishable food (high energy items such as dried fruit and candy and food requiring no cooking or refrigeration)
- Bottled water
- Extra medication (2-3 days of supply) and baby items

- Heating fuel, extra wood
- Emergency heating source such as a fireplace, wood stove, space heater, etc.
- Candles and matches
- If an emergency heating source is to be used, make certain there is adequate ventilation and that no flammable materials are in close proximity to heating source.

Refill prescriptions. Try to obtain at least a two-week supply of all necessary prescriptions.

Make a plan for pets. Pets are not allowed in shelters. If you need to make arrangements for your pet, contact your veterinarian, local SPCA or Humane Society.

Clear your yard of loose objects. Have a neighbor, friend or family member assist you with securing your lawn furniture, trash cans, etc., if high winds are anticipated.

#### Evacuation

If evacuating, please notify Children’s Home Care, as well as friends and relatives, of where you will be.

Take important papers with you. Take identification that includes your local address with you (driver’s license, insurance or Medicaid card, home insurance policies, insurance claim forms).

During the disaster, Children’s Home Care will attempt to contact you regarding disaster plans made on your behalf. Services will be interrupted until the area is free from danger and approved for entry by authorities.

#### After a Disaster

After a disaster, traditional methods of communication such as landlines and cellular networks may not be available. Text messages are the best means of communication after a disaster. A text message will go through easier than a call and does not tie up cellular lines needed by emergency responders.

As soon as possible, notify your family, friends and Children’s Home Care of your status and where you will be staying. Home Care will also be contacting you, if possible, immediately after the occurrence.

The Red Cross’s Safe and Well service is a resource that helps survivors of disasters reunite and list themselves as safe in a national registry. For more information, go to: <http://safeandwell.communityos.org/cms//>.

If you are injured, call 911 if phones are accessible and you are able.

If leaving the inside of your home after a disaster, be very alert. Observe for fallen electrical lines, fallen utility poles and trees, uncovered sewer drains and manholes, broken water mains and gas lines. It is better not to leave your immediate area unless your home presents immediate danger to you. Await approval from the appropriate authorities before leaving your home.

Home Care services will be resumed as soon as the area is free from immediate danger, and as soon as health care workers can safely reach you.

### Important Resources

<p><b>EMERGENCY TRANSPORTATION</b> Special Needs-Transportation Registry – Call 211 (The best planning includes calling now for pre-registration if you will need evacuation assistance during a disaster). <a href="http://www.211texas.org/211/">www.211texas.org/211/</a></p>	<p>American Red Cross Service Areas/Offices: <a href="http://www.redcross.org/local/northtexas/locations">http://www.redcross.org/local/northtexas/locations</a></p> <p>DFW (Regional Headquarters): 214-678-4800 Texoma Area</p> <ul style="list-style-type: none"> <li>• Denison: 903-465-1330</li> <li>• McKinney: 972-562-0601</li> <li>• Denton: 972-219-4860</li> </ul>
<p><b>ANIMALS AND PETS</b> American Red Cross Animal Safety <a href="http://tinyurl.com/RedCrossPetSafety">http://tinyurl.com/RedCrossPetSafety</a></p>	
<p><b>TEXAS EVACUATION ROUTES</b> <a href="http://www.txdps.state.tx.us/dem/hurricane.htm">www.txdps.state.tx.us/dem/hurricane.htm</a></p>	

	Safe & Well: <a href="https://safeandwell.communityos.org/cms/">https://safeandwell.communityos.org/cms/</a>
FEMA 1-800-621-FEMA (3362) <a href="http://www.fema.gov">http://www.fema.gov</a>	The Centers for Disease Control and Prevention; Emergency Preparedness <a href="http://emergency.cdc.gov">http://emergency.cdc.gov</a>
Ready.gov <a href="http://www.ready.gov/">http://www.ready.gov/</a>	

## CHILDREN'S HOME HEALTH SPECIFIC ITEMS

### Diet & Nutrition

- Proper diet is essential to maintaining and improving Patient's health.
- **If you have difficulty in purchasing the proper food to help Patient stay or get well, let Children's Home Health staff know and we will refer you to community resources to help.**
- **Talk with your family physician regarding any special diet requirements or needs.**
- **If you have specific questions about Patient's diet, talk to Home Health staff that will assist you in finding resources to answer your questions.**
- **If Patient receives nutrition through alternate means (i.e. PEG tube, NG tube, TPN, etc.), Children's Home Health Staff will help you reach our dietary department for nutritional consults or to access nutritional supplements.**

### Pain Management

Children's Home Health staff will use one of the following scales to assess your child's pain. Staff will assess your child's pain on a regular basis throughout the home visit. The same scale will be used consistently throughout the visit. If your child is experiencing pain with any type of activity or exercise during the visit, staff will modify their approach or stop the activity.

#### FLACC

The FLACC scale is appropriate for nonverbal (developmentally delayed) and preverbal (less than 3 years of age) children. This scale rates your child's behaviors that are related to pain. This scale does not rate the intensity of pain your child feels.

CATEGORIES	SCORING		
	0	1	2
Face	No particular expression or smile	Occasional grimace or frown, withdrawn, disinterested	Frequent to constant quivering chin, clenched jaw
Legs	Normal position or relaxed	Uneasy, restless, tense	Kicking, or legs drawn up
Activity	Lying quietly, normal position, moves easily	Squirming, shifting back and forth, tense	Arched, rigid or jerking
Cry	No cry (awake or asleep)	Moans or whimpers; occasional complaint	Crying steadily, screams or sobs, frequent complaints
Consolability	Content, relaxed	Reassured by occasional touching, hugging or being talked to, distractible	Difficult to console or comfort
Each of the five categories (F) Face; (L) Legs; (A) Activity; (C) Cry; (C) Consolability is scored from 0-2, which results in a total score between zero and ten.			



## FACES

The FACES scale is preferred for children over age 3 years of age. Staff will explain to your child what each face means using the printed words below the face. The child can look at the faces and point to the face that shows how much they hurt. You can use this at home when you have difficulty understanding your child's pain.



## 0-5 Numeric Rating Scale

This scale is used for most children over 7 years of age. The child must understand "greater than" and "less than". Staff will explain to your child what each number means

- 0 = no pain
- 1 = little pain
- 2 = little more pain
- 3 = a whole lot of pain
- 4 = even more than that
- 5 = worst possible pain

# CHILDREN'S HME SPECIFIC ITEMS

## Equipment Delivery

Deliveries are provided on purchases and/or rentals. It is preferable that routine and repeat orders be called in one week in advance. Please request routine equipment delivery during our office hours and not through the answering service. If there is an urgent need for additional supplies and Children's HME was not notified in advanced, Children's HME may request the patient/care giver pick up the supplies.

## Proof of Delivery and Shipping of Equipment and Supplies

Federal Regulations and our own internal policies stipulate that all orders for medical supplies or equipment require proof of delivery. The following methods are used for proof of delivery.

- For items that are delivered by an HME staff member, the delivery ticket must be signed by the person responsible for payment of the delivery or their adult designee.
- For items shipped to your home, the delivery confirmation provided by the shipping company along with the delivery ticket will be considered proof of delivery. No physical signature is required on the delivery ticket for items that are shipped.

Once your delivery is received, please check the delivery to ensure all items and quantities match the delivery ticket. If any errors are found, please contact Children's Health Home Care during normal business hours.

## Supply Re-Orders

We accept orders for additional supplies during normal business hours (8-5 p.m. Mon.-Fri.) by calling Children's Health Home Care at 469-303-4663.

- In order to allow for processing, shipping and delivery, all supply orders must be called in at least 3 business days prior to the date the items are needed.
- Any changes to a scheduled delivery must be called in at least 2 business days prior to the scheduled delivery date.

- Orders that will be picked up from the Home Care office must be called in at least one business day prior to the pickup day.

## **Rental Equipment**

Patients are responsible for routine maintenance and cleaning of rented equipment according to the instructions provided during the initial set-up. Service, parts and labor are provided free of charge on rental equipment (except in the case of misuse or abuse). If the rented equipment has been damaged through misuse or abuse, the maintenance and repair costs become the patient's responsibility.

## **Purchased Equipment and Warranties**

New equipment purchases from Children's HME come with a 90 day warranty from the date of delivery. Refer to the warranty information provided to you at the time of delivery of the purchased item. All warranties will be honored under applicable State laws.

## **Service and Repair**

Service or repair on equipment purchased from our company that is no longer covered by the manufacturer's warranty will be subject to current parts and labor charges. The patient will be informed of their responsibilities regarding the ongoing care and service of the equipment and will be provided with maintenance instructions and how to obtain any service required. All service and repair must be scheduled by calling the office during business hours.

## **Returns**

Merchandise may be accepted for exchange or refund within 14 days of purchase. To receive a refund, the item must be new/unused and in the original packaging. Disposable supplies, formula, diagnostic instruments, undergarments, stockings, unpackaged items and items worn next to the skin WILL NOT be accepted for return, refund or credit, unless the item is substandard or inappropriate for the recipient at the time of delivery. Refunds are subject to management discretion and a restocking fee may apply. If the items are not defective, the recipient will be responsible for shipping charges.

## **Medicare DMEPOS supplier standards**

As a supplier, Children's Medical Center – Home Care is required to provide you with the following standards. This is an abbreviated version of the supplier standards every Medicare DMEPOS supplier must meet in order to obtain and retain their billing privileges. These standards, in their entirety, are listed in 42 C.F.R. 424.57(c).

1. A supplier must be in compliance with all applicable Federal and State licensure and regulatory requirements and cannot contract with an individual or entity to provide licensed services.
2. A supplier must provide complete and accurate information on the DMEPOS supplier application. Any changes to this information must be reported to the National Supplier Clearinghouse within 30 days.
3. An authorized individual (one whose signature is binding) must sign the application for billing privileges.
4. A supplier must fill orders from its own inventory, or must contract with other companies for the purchase of items necessary to fill the order. A supplier may not contract with any entity that is currently excluded from the Medicare program, any State health care programs, or from any other Federal procurement or non-procurement programs.
5. A supplier must advise beneficiaries that they may rent or purchase inexpensive or routinely purchased durable medical equipment, and of the purchase option for capped rental equipment.
6. A supplier must notify beneficiaries of warranty coverage and honor all warranties under applicable State law, and repair or replace free of charge Medicare covered items that are under warranty.
7. A supplier must maintain a physical facility on an appropriate site. This standard requires that the location is accessible to the public and staffed during posted hours of business. The location must be at least 200 square feet and contain space for storing records.
8. A supplier must permit CMS, or its agents to conduct on-site inspections to ascertain the supplier's compliance with these standards. The supplier location must be accessible to beneficiaries during reasonable business hours, and must maintain a visible sign and posted hours of operation.
9. A supplier must maintain a primary business telephone listed under the name of the business in a local directory or a toll free number available through directory assistance. The exclusive use of a beeper, answering machine, answering service or cell phone during posted business hours is prohibited.

10. A supplier must have comprehensive liability insurance in the amount of at least \$300,000 that covers both the supplier's place of business and all customers and employees of the supplier. If the supplier manufactures its own items, this insurance must also cover product liability and completed operations.
11. A supplier must agree not to initiate telephone contact with beneficiaries, with a few exceptions allowed. This standard prohibits suppliers from contacting a Medicare beneficiary based on a physician's oral order unless an exception applies.
12. A supplier is responsible for delivery and must instruct beneficiaries on use of Medicare covered items, and maintain proof of delivery.
13. A supplier must answer questions and respond to complaints of beneficiaries, and maintain documentation of such contacts.
14. A supplier must maintain and replace at no charge or repair directly, or through a service contract with another company, Medicare-covered items it has rented to beneficiaries.
15. A supplier must accept returns of substandard (less than full quality for the particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted and rented or sold) from beneficiaries.
16. A supplier must disclose these supplier standards to each beneficiary to whom it supplies a Medicare-covered item.
17. A supplier must disclose to the government any person having ownership, financial, or control interest in the supplier.
18. A supplier must not convey or reassign a supplier number; i.e., the supplier may not sell or allow another entity to use its Medicare billing number.
19. A supplier must have a complaint resolution protocol established to address beneficiary complaints that relate to these standards. A record of these complaints must be maintained at the physical facility.
20. Complaint records must include: the name, address, telephone number and health insurance claim number of the beneficiary, a summary of the complaint, and any actions taken to resolve it.
21. A supplier must agree to furnish CMS any information required by the Medicare statute and implementing regulations.
22. All suppliers must be accredited by a CMS-approved accreditation organization in order to receive and retain a supplier billing number. The accreditation must indicate the specific products and services, for which the supplier is accredited in order for the supplier to receive payment of those specific products and services (except for certain exempt pharmaceuticals). Implementation Date - October 1, 2009
23. All suppliers must notify their accreditation organization when a new DMEPOS location is opened.
24. All supplier locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.
25. All suppliers must disclose upon enrollment all products and services, including the addition of new product lines for which they are seeking accreditation.
26. Must meet the surety bond requirements specified in 42 C.F.R. 424.57(c). Implementation date- May 4, 2009
27. A supplier must obtain oxygen from a state-licensed oxygen supplier.
28. A supplier must maintain ordering and referring documentation consistent with provisions found in 42 C.F.R. 424.516(f).
29. DMEPOS suppliers are prohibited from sharing a practice location with certain other Medicare providers and suppliers.
30. DMEPOS suppliers must remain open to the public for a minimum of 30 hours per week with certain exceptions.