

A GUIDE TO HOME CARE

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A MESSAGE FROM HMI HOME HEALTH

Dear Patient,

Welcome to HMI Home Health, a comprehensive home health care agency serving the residents of Washington, D.C. We are pleased that you have chosen us to provide your care. Our services are designed to meet all of your home health needs.

For your convenience, we have created ***Your Guide to Home Care*** to describe our services and answer general questions you may have. You will also find easy access to important telephone numbers and information on whom to contact in case of emergency.

If you have additional questions about our services, please feel free to discuss them with your nurse or therapist. You may also call and speak to our Clinical Director at 202-829-1111. We are available 24 hours a day, seven days a week.

Thank you for choosing HMI Home Health for your home care needs. It is our pleasure to serve you.

WHAT IS HMI HOME HEALTH?

HMI Home Health was created to help you recover from or cope with serious illness or injury in the place you like best: your home. Our goal is to work with you and your doctor to help you:

- Regain as much independence as you can within your limitations of your illness.
- Achieve the highest level of functioning possible.

HMI Home Health is JCAHO-accredited and is licensed and certified by Medicare and Medicaid to provide health services to patients. As part of our responsibility to you, your family, and the community, we are committed to maintaining quality standards with every patient every day.

THE SERVICES WE PROVIDE

HMI Home Health provides a wide range of services to aid in your care and enhance your strength, independence and wellness. You may need several of these services or just one or two. Your home care needs may even change during the course of your treatment. If you require a service that you do not see on our list of services, we may be able to meet that need or we will find a provider who can.

Many of our services are paid by Medicare, Medicaid or private insurance. You may also pay for any of these services yourself. If you do not know what your insurance covers, please feel free to contact us at 202-829-1111.

The following is a partial listing of some of the duties our HMI Home Health team members perform.

Registered Nurse – A Registered Nurse has the primary responsibility for your care and will:

- evaluate your condition
- provide the appropriate care, support and advice
- teach you about your medication and make sure that you are taking it properly
- monitor your infusion therapy (if applicable)
- treat any wounds
- teach you how to manage your illness and prevent complications
- supervise your HHA (home health aide) or PCA (personal care aide)

Physical Therapist – A Physical Therapist develops exercises and other therapies to help you regain as much movement and mobility as possible, and will:

- help you re-train your muscles so you can walk and climb stairs
- show you and your family how to best move you to bed or into a chair
- strengthen painful or weak muscles with special exercises
- teach you the safest and most efficient way to manage a cane, walker, or wheelchair

Occupational Therapist – An Occupational Therapist helps you re-learn basic tasks you may no longer be able to do because of your illness, and will:

- show you how to exercise weak arms and hands
- enhance your independence by training in bathing, dressing, feeding, and toileting
- teach safety in routine household chores

Speech & Language Therapist – A Speech & Language Therapist can help you regain your ability to communicate and will:

- train you in talking, listening, and writing
- teach you how to swallow safely
- show you how to exercise to improve your memory, reading and understanding

Medical Social Worker – A Medical Social Worker can help you or your family resolve the social or emotional issues resulting from your illness or injury. He or she will:

- provide counseling
- find and refer you to the proper community resources that may provide financial assistance for the medical services you require
- design a plan outlining your financial and social service needs (including long-term care and related support services)

Home Health Aide – A Home Health Aide (HHA) assists you with activities of daily living, and will:

- help you with personal care (bathing, dressing, shampooing, brushing your teeth, toileting)
- help you to be comfortable in bed and assist your family to transfer you from bed to chair, when indicated
- perform various patient-related chores, specific to your personal care only

Personal Care Aide – HMI Home Health provides this service in agreement with the Department of Health of the District Government for homebound patients of the District of Columbia. Services include:

- personal care (bathing, dressing, shampooing, brushing your teeth, toileting)
- laundry services and housework of patient’s primary area(s)
- shopping for groceries and medications

YOUR RIGHT TO DECIDE: COMMUNICATING YOUR HEALTH CARE CHOICES

As a patient of HMI Home Health, one of your rights is to be involved in the decisions made about your care. An explanation of your illness, treatment and the likely outcome will be provided by your doctor. She or he will answer your questions and make recommendations regarding your medical treatment. It is best for you to discuss your condition and choices for care with your family and others who are close to you.

The District of Columbia laws provide two different mechanisms and suggested forms of communicating your health care choices if you are unable to do so yourself. These choices are called a declaration and a durable power of attorney designation. With a declaration you may make decisions about life sustaining procedure if you are diagnosed with a terminal condition. Under the durable power of attorney you may select a person to make health care decisions for you if you become incapable of doing so yourself. We have enclosed the booklet “Making Decisions about your Medical Care” with your admission packet.

For additional information, contact the District of Columbia Hospital Association at 202-682-1581.

YOUR RIGHTS AND RESPONSIBILITIES

HMI Home Health wants you to be satisfied with the care you receive. That’s why we are telling you about the “Bill of Rights’ enacted by Congress for patients and their caregiver. These rights are also extended to the patient’s family or guardian if the patient has been judged incompetent (unable to make his/her own decisions).

As a patient receiving home care services, you have the right:

- to be treated with consideration, respect and full recognition of your dignity
- to have your property treated with respect
- to receive care provided without discrimination based on race, sex, religion, sexual orientation, national origin, handicap, or age
- to effectively communicate in a language or form understandable to you
- to be informed in advance about your plan of care, expected outcomes, and possible barriers to treatment
- to take part in the planning of your care and to be informed of any changes in advance

- to make informed health care choices including refusing care (to the extent permitted by law)
- to be told verbally and in writing before home care begins, who will be provided the care, the frequency of visits, what the charges are and who will pay for them
- to review your medical records, according to our policy, and to receive confidential treatment of personal, medical, and financial information
- to have access to itemized bills for service and access to your entire medical record
- to receive notice before your home health care services come to an end
- to participate in any discussion regarding withholding or withdrawing of care, or any ethical concern
- to voice complaints about your care without fear of adverse effects for having done so
- to receive accurate information about HMI Home Health and all of the services and items provided by the agency
- to receive regular supervision of home health services
- to be informed about the appeal process
- to receive instructions regarding what to do in an emergency

In the event that you have a complaint or concern regarding your care, please discuss this with your assigned staff, whenever possible. If necessary, we encourage you to speak with the Clinical Director who directly supervises the members of the health care team. The Clinical Director may be reached by calling 202-829-1111,

If your complaint is not resolved, you may call the home health hotline of the District of Columbia which is maintained to answer your questions and receive your complaints about local home health agencies.

District of Columbia
Home Health Hotline
202-442-5833 (24 hours)

As a patient of HMI Home Health, you also have the responsibility:

- to provide needed information about your health history and current condition-to inform the agency if you or your personal caregiver do not understand the course of treatment or cannot follow instructions for self-care
- to follow instructions given for performing a procedure or using a piece of equipment
- to inform the agency if you will not be available for a scheduled visit
- to report unexpected changes in your condition to your physician and HMI Home Health staff
- to provide a safe environment in which care can be given
- to provide access to your telephone for contacting your doctor or other home care team members as needed
- to inform providers of any changes in Advance Directives
- to pay for any services not covered by insurance as agreed in the financial authorization
- to notify HMI Home Health of any changes in insurance coverage

- to treat our personnel with dignity and respect
- to accept care without discrimination based on race, sex, religion, sexual orientation, national origin, handicap, or age.

In the event that any of these terms and conditions is breached, HMI Home Health has the right to terminate home health services.

BILLING INFORMATION AND FINANCIAL RESPONSIBILITIES

HMI Home Health will bill your insurance company and Medicare and Medicaid monthly. You will be billed for any co-payments, deductibles and non-covered services. You will be notified in advance of the cost of services for which you will be expected to pay.

Upon admission the nurse will confirm your insurance. If you have incomplete coverage or any other financial needs, we will set up an individual payment plan. We are committed to providing medically necessary care, and if you are unable to pay we will look at your income and assets and develop with you a sliding fee scale to accommodate your needs. (This policy also meets D.C. Law 7-90, Chapter 44-D.C. Municipal Regulatory Title 22-Provision of Uncompensated Care and Community Services).

HOW TO CONTROL INFECTION

People of all ages and backgrounds can carry germs and viruses that cause disease and infection. That's why it is important for everyone to take steps to prevent infections from spreading.

To assure the greatest safety for you and our staff, our staff will take necessary steps such as washing hands and wearing gloves, masks, goggles, aprons or gowns. The use of these items depends on the type of care being given.

There are also steps you can take to prevent or control infection. They include the proper way to wash your hands, handle or store supplies, or dispose of hazardous waste.

Your Home Care Team will give you additional instructions to control infection in your home and community, based on your specific healthcare needs. This may include disposal of needles or other used supplies or equipment.

Here are some other guidelines:

- ▶ Wash your hands before taking pills or touching wounds, cuts or sterile supplies (bandage, IV tubes, needles, etc.)
- ▶ Use plenty of warm water and soap when washing your hands.

Wash for at least 10 seconds, then rinse. Make sure you clean under your nails and between your fingers.

- ▶ Keep all supplies in a clean and dry place.
- ▶ Do not use health care supplies that are wet or dirty.
- ▶ Keep work areas clean, dry and neat.
- ▶ Keep pets and children away from open wounds and health care supplies.

SAFETY TIPS

FIRE

- **CALL 911**
- Have a plan on how to exit your home in case of fire;
- Have a fire extinguisher available;
- Use smoke detectors, and know what to do if the alarm goes off;
- Check the batteries in smoke detectors at least every 3 months;
- Change the batteries in smoke detectors every 6 months.

ELECTRICAL

- Use 3-prong plug where available;
- Avoid extension cords if possible;
- Don't use appliances with frayed cords or broken plugs.

POISON

- **Call 911 or the Poison Control Center at 202-625-3333 (TTY 202-784-4660)** for help in the event of an accidental ingestion or inhalation of any medication, poisonous or caustic substance.

CHILD PROOFING YOUR HOME

Storage:

- Store medicines in original containers and out of reach of children;
- Keep cleaning supplies, pesticides and garden chemicals stored in original containers and out of reach of children.

Kitchen/Bathroom:

- Set water heater temperature no higher than 120° F and always supervise children in the bathtub;
- Keep pot and pan handles turned in when on the stove.

General

- Supervise children at all times;
- Use gates and window screens;
- Keep plastic bags, balloons, scissors, sharp objects and small objects out of reach of children;
- Keep children away from lawn mowing activity;
- Use approved car seats for infants and small children.

PREVENTING FALLS IN YOUR HOME

Bathroom:

- Use a non-skid bathtub mat in your tub or shower;
- If you are unsteady on your feet, your doctor or home health staff may recommend safety devices such as grab bars or a shower bench;
- Keep the room well lit.

Bedroom:

- Use a night light or keep a flashlight next to your bed;
- Keep the pathway to the bathroom clear;
- Keep the telephone and other things that you often use within easy reach;
- Remove or secure scatter rugs/carpets.

Stairs, Hallways, Exits:

- Keep stairs, hallways and exits free of clutter;
- Provide adequate lighting;
- Keep stairs and handrails in good repair, and add a handrail if one is not available;
- Mark step edges with colored tape.

Adaptive Equipment:

- Check with the therapist or nurse to ensure that all equipment is appropriate, properly adjusted, and in good working order.

General:

- Avoiding rushing to answer the door or the telephone;
- Wear shoes that are supportive and fit well;
- Avoid leaning or supporting yourself on unstable objects;
- Wear eyeglasses or lenses when indicated.

OXYGEN SAFETY GUIDELINES

- Never smoke while using oxygen;
- Keep oxygen away from open flame or spark;
 - Electrical or gas stove;
 - Electrical heating pad or blanket;
 - Wood-burning stove or fireplace;

- Never use petroleum-based lubricants (i.e., Vaseline) while using oxygen;
- Never change the liter flow rate without your doctor's permission;
- Post no smoking signs;
- Follow your respiratory company's infection control guidelines for your equipment;
- Keep your oxygen cylinders upright and secure;
- Never transport oxygen in the trunk of your car.

EMERGENCY PREPAREDNESS

In the event of a natural or man-made disaster, your personal safety is our first concern. The following Emergency Preparedness Tips will help you and your family prepare for all types of disasters. Learn how to protect yourself and cope with disaster by planning ahead. Knowing what to do is your best protection and your responsibility.

- Notify local power supply company of power failure. Report special patient needs for back-up generator or priority return of power.
- Notify HMI Home Health of your new location if you leave your usual place of residence. If unable to contact the agency for information or supplies during an emergency, contact a local emergency room or Red Cross for assistance.
- If advanced warning of an impending disaster is given, notify HMI Home Health if you anticipate a loss of power or need additional medications, supplies, or nursing services prior to or during the event.
- When a disaster occurs notify HMI Home Health if you experience a loss of power, supplies, or medications. If an infusion is required for your therapy or additional supplies and medications are needed during a disaster, hospitalization may be required.
- If telephone service is disrupted, you will be notified how to reach HMI Home Health by listening to News Channel 5, Channel 4, News Channel 8, and WTOP, 1500 AM radio.
- Always follow guidelines and instructions provided by local Law Enforcement, Civil Defense, and Emergency Preparedness agencies.
- If physically possible, go to the nearest shelter when directed by local authorities.

- Unplug pumps before water comes in contact with IV poles or when power supplies are unsafe or failing.
- Utilize other sources of light such as flashlights.
- Assemble disaster supplies: Transistor radio, flashlights, pipe wrench for gas or water shut-off valves, plenty of batteries, blankets, canned food, manual can-opener and bottled water.
- Assemble Medical Supplies: Prescription medicines, list of medications including dosage, list of any allergies, extra eyeglasses and hearing aid batteries and extra oxygen. List of the style and serial numbers of medical insurance and Medicare cards. List of doctor and relative or friend who should be notified (including phone numbers) if you are injured.
- Arrange for someone to check on you. Have a plan to signal the need for help. Teach those who may need to assist you in an emergency on how to operate the necessary equipment.
- Post emergency phone numbers near the phone.
- If you would like more information on disaster planning, the local Red Cross has free publications available.

PREVENTIVE HEALTH CARE

There are many ways you can reduce your and your family's risk of heart disease, cancer and other diseases:

- Follow your doctor's advice regarding diet, medication, and exercise;
- Have regular medical check-ups;
- Check with your doctor about the need for routine mammogram, pap smears, colon cancer or prostate cancer screening;
- Learn how to do self-breast or self-testicular exams (your doctor or nurse can provide this education);
- Schedule your children to obtain all recommended childhood immunizations;
- Obtain immunizations for flu, pneumonia, or tetanus as recommended by your physician.

Your visiting nurse will be happy to provide you with further information about any of these preventive health measures.

CANCELING AN APPOINTMENT

In most cases, your nurse or therapist will not make a home visit on the same day that you see your doctor. If for any reason you need to cancel your scheduled visit, please call our office at least four (4) hours ahead of time. This helps us to reschedule your care.

If you are paying for the service yourself, we also require a four-hour (4) notice of cancellation. You will be charged for two (2) hours of service if you do not let us know within this time frame.

LAB WORK

Upon receiving doctor's orders and the approval of your insurance company, HMI can send a nurse to your home to draw blood work. The blood work will be taken to the laboratory that is approved by your insurance company. Our staff may draw laboratory samples at the request of your physician. The laboratory will process the billing information for your lab specimens. Every effort will be made by the lab to directly bill your insurance.

YOUR MEDICAL RECORDS

Your home care record is the property of HMI Home Health, just as your hospital medical record is the property of the hospital. Information is released only with your permission. HMI Home Health maintains all your medical information and written records in strict confidentiality. To obtain a complete copy of your medical record, please call our office. We require that your request be made in writing and we may find it necessary to bill you for the associated handling costs. (Please see our Notice of Privacy Practices.)

WHOM TO CALL

Our offices are open Monday to Friday from **8:30 a.m.** to **4:30 p.m.** After hours there is a staff member available to handle calls. This person may be reached through our main phone number. If you leave a message on the emergency line this person is paged and will return your call. Non-emergency messages are picked up the morning of the next business day.

In a medical emergency that requires immediate assistance, call 911, or call your doctor, or go to the nearest hospital emergency room. Examples of emergency conditions include chest pain; severe pain anywhere in your body; difficult breathing; vomiting or

diarrhea for more than 24 hours; uncontrollable bleeding; loss of consciousness; sudden confusion; sudden weakness in extremities; and loss of vision.

The phone number to reach HMI Home Health at all times is: **202-829-1111**

Our office address is:

6856 Eastern Avenue, N.W.
Suite 376
Washington, DC, 20012

Thank you for the opportunity to be of service.