

CHILDREN'S HOME HEALTHCARE

– Parent Handbook –



ONLINE TOOLS

This Parent Handbook is a resource to help you care for your child. While the handbook provides the basics, we have a wealth of information available on our website:

ChildrensOmaha.org/HomeHealthcare

Our goal is to provide you and your child with the care, information and support that will help make your home care experience a pleasant one.

Thank you for choosing Children's Home Healthcare.



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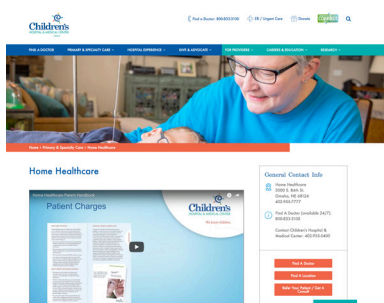
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INFORMATION REGARDING THE CARE OF YOUR CHILD

Thank you for choosing Children's Home Healthcare, the region's only home care agency dedicated exclusively to the care of children. We understand that the care of your child is your primary focus and we want you to gain access to the wealth of information available in a format that is easiest for you. Information is at your fingertips through our website:

ChildrensOmaha.org/HomeHealthcare

On our website you will find links to developmental milestones, immunization and safety information, recall alerts and important product information regarding home medical equipment. If your home is not equipped with a computer with Internet, please indicate your need for a paper copy from your visiting clinician.



IMPORTANT CONTACTS

Children's Home Healthcare

3000 S. 84th Street
Omaha, NE 68124
402-955-7777
800-747-7334

Home Health Administrator

Joe Heck

3000 S. 84th Street
Omaha, NE 68124
402-955-7777

RESOURCE AGENCIES

Center for Independent Living

League of Human Dignity
5513 Center St.
Omaha, NE 68108
402-595-1256

Aging and Disability Resource Center

Eastern Nebraska Office on Aging
4780 S. 131st St.
Omaha, NE 68137
402-444-6536

Protection and Advocacy Agency

Disability Rights Nebraska
134 South 13th St., Suite 600
Lincoln, NE 68508
402-474-3183

Great Plains Quality Innovation Network (QIN) (CIMRO)

1200 Libra Dr., Suite 102
Lincoln, NE 68512
402-476-1399



HOME HEALTH SERVICES

Children's Home Healthcare offers the following services to meet your child's needs:

HOME INFUSION: Our pharmacists provide for your child's intravenous (IV) needs with Total Parental Nutrition (TPN), IV antibiotics and other medications administered intravenously, as well as IV hydration.

RESPIRATORY CARE: Our respiratory therapists manage your child's respiratory needs, such as oxygen, apnea monitor, nebulizer, tracheostomy and ventilator needs.

HOME HEALTH NURSING: Nurses provide visits in your home to monitor your child's condition, provide information regarding your child's care, collect samples for laboratory analysis and manage central line, IV, enteral and phototherapy needs.

PRIVATE DUTY SERVICES: Private Duty Nursing offers in-home nursing care for your child. The nurse may provide services in the child's home or attend school with the child through one of our many contracts with local school districts.

HOME MEDICAL SUPPLIES: Our warehouse staff is able to assist you with your child's equipment and supply needs, including urinary, ostomy, respiratory or enteral supplies and various other medical supplies your child may need.

To place a supply order, call during normal business hours (Monday through Friday 8 a.m. to 5 p.m.). We are unable to process supply orders after business hours. Please notify us at least two (2) business days before your order is needed. If you have a more urgent need, you may pick up your child's supply order at our office during business hours. Requests for after-hour routine supplies may incur a \$30 service fee.

You may also email supply orders to CHHCIntake@ChildrensOmaha.org. E-mail supply requests are processed the next business day. Be sure to include your child's full name and date of birth in the subject line of the email and provide a contact phone number so we may reach you with any questions.

Your area's delivery day is: _____

HOURS OF OPERATION

Children's Home Healthcare's office hours are Monday through Friday, 8 a.m. to 5 p.m. On-call service is provided for your urgent needs 24 hours a day, seven days a week. Our 24-hour telephone number is 402-955-7777, or toll free, 800-747-7334.

It may take our on-call staff up to 30 minutes to return your call since they may be with another patient.

CARE PLANNING & COMMUNICATION

We communicate your child's plan of care revisions or new physician orders using software. The software is available to parents/caregivers as well. By utilizing the link within MyChart/Children's Connect, parents and caregivers have the ability to see their child's medication lists, physician order changes and the clinician visit schedule.

For information on how to get signed up for Children's Connect, go to ChildrensOmaha.org and look for the Children's Connect link.



WHAT TO DO IF SERVICES ARE INTERRUPTED

1. If you are without electricity, we recommend staying with a family member, friend or at a local Red Cross shelter. To locate a Red Cross shelter near you, listen to the media (TV or radio) or call 211 for the United Way Helpline. When you relocate, be sure to take a copy of your child's medical information, all of your child's medications, medical equipment and supplies. It is important to include several days' worth of supplies when packing.
2. Call Children's Home Healthcare and tell us where you have relocated and how to reach you. Service can be interrupted due to natural disasters, inclement weather or community disasters. During such emergencies, we need to work together as partners to ensure your child receives the level of care needed. If you have an identified need for your child during such an emergency, call Children's Home Healthcare immediately. If your child is unstable, call the local Emergency Medical Service (911) to help transport your child to the nearest health care facility (hospital). Bring a copy of your child's medical information with you to an emergency room or hospital to share with all health care providers involved in your child's care.

PATIENT RIGHTS

Children's Home Healthcare provides the patient/caregiver with a written notice of the patient's rights in advance of furnishing care to the patient. During the initial evaluation visit before treatment begins, each family is given a listing of their Patient Rights. Children's Home Healthcare maintains documentation showing that the parent/caregiver received and understood the patient rights by signing the Parent Handbook Client Equipment Rental Agreement receipt. The patient has the right to exercise his or her rights as a patient of Children's Home Healthcare.

PATIENTS HAVE THE RIGHT TO:

1. Choose the home health agency that provides their care;
2. Participate in the planning of care to be furnished, based upon the comprehensive assessment, and to receive appropriate instructions and education regarding the plan prior to the care being provided and as changes are made in the plan of care. Patients/caregivers shall have the right to participate in consideration of ethical issues related to their care. The patient/caregiver has the right to be informed, in advance, about the care to be furnished, and of any changes in the care to be furnished. Children's Home Healthcare must advise the patient in advance of the disciplines that will furnish care, and the frequency of visits proposed to be furnished. Children's Home Healthcare must advise the patient in advance of any change in the plan of care before the change is made and any factors that could impact treatment effectiveness;
3. Receive information about their diagnosis, prognosis and treatment, including alternatives to care and risks involved, in terms that they and their families or designees can readily understand so they can give their informed consent. Receive information in a manner that the patient/caregiver can understand in order to make informed choices.
4. Request an interpreter when staff identify that a patient or caregiver does not speak English, so the patient rights can be explained in a language the patient/family understands. Interpretation services are provided at no cost. Staff communicate with the patient who has vision, speech, hearing or cognitive impairments in a manner that meets the patient needs;
5. Learn expected outcomes of care, including patient-identified goals and anticipated risks and benefits of care;
6. Receive information about patient transfer or an identified discharge plan as it is recognized, based upon the comprehensive assessment. Discharge is appropriate when the plan of care is achieved and the physician agrees that the patient no longer needs services;

7. Privacy while receiving personal care from Children's Home Healthcare staff;
8. Ensure their personal security is not violated when staff is providing care and service;
9. Have appropriate pain management. The patient has the right to receive comprehensive assessment of pain as warranted by their condition and scope of service provided. The patient, families and caregivers are educated about pain and management of pain as part of their treatment as appropriate;
10. Participate in, be informed about, and consent or refuse care in advance of and during treatment, where appropriate, with respect to completion of all assessments, the care to be finished, based upon the comprehensive assessment, establishing and revising the plan of care, the disciplines that will furnish the care, the frequency of visits, expected outcomes of care including patient-identified goals, and anticipated risks and benefits of care, and factors that could impact treatment effectiveness and any changes in the care to be furnished. May refuse home health care services or elect to be transferred or discharged within the confines of the law and to be informed of possible health consequences of this action;
11. Impartial access to care, treatment or services that are medically indicated regardless of race, color, creed, sex, age, handicap/disability, national origin or sources of payment for care, as required by Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975. Each patient has the right to have his or her cultural, psychological, spiritual, and personal values, beliefs and preferences respected. Children's Home Healthcare accommodates the right to pastoral and other spiritual services. Children's Home Healthcare offers uniformity of care to all children having the same health problems who receive services. Children's Home Healthcare provides access to its services in a non-discriminatory basis, which is responsive to the unique needs of the patients and their families;
12. Be admitted for service only if the agency has the ability to provide safe, professional care at the level of intensity needed and to reasonable continuity of care;
13. Confidentiality of all records, communications and personal information. Patients shall have the right to review all health records pertaining to them unless medically contraindicated in the clinical record by the child's physician;
14. Review all health records pertaining to them, unless the physician has documented otherwise in the medical record;
15. Be fully informed of agency policies and charges for services, including eligibility for third-party reimbursement, prior to receiving care;



16. Be free of verbal, mental, sexual and physical abuse, including injuries of unknown source, neglect and misappropriation of property.
17. Treat the patient in a dignified and respectful manner. Have his or her property treated with dignity and respect;
18. Have information about advanced medical directives available.
(This information is located on page 13)

TRANSFER OF CARE & DISCHARGE PROCESSES

Children's Home Healthcare staff assist parents/caregivers should the need arise to transfer patient care to another organization. The parents/caregiver and the affected department work to ensure appropriate organizations are identified, information is shared with parents/caregivers and once the parents/caregivers choose the new organization, Children's Home Healthcare assists with a smooth, safe transfer of care transition.

DISCHARGE PROCESS

When the ordering physician identifies that your child is ready for discharge, the ordering physician contacts Children's Home Healthcare. A clinician from Children's Home Healthcare contacts the parent/caregiver to notify of the impending discharge. A discharge letter is written and mailed to the parents. Community resources are offered. Patient information regarding medication lists, care plans and current physician orders remain within Children's Connect.



RIGHT TO TERMINATE CARE, TREATMENT AND SERVICES

1. The patient has the right to terminate care, treatment and services at any time without recourse, upon notification to Children's Home Healthcare.
2. The patient has the right to receive both an oral and written explanation from Children's Home Healthcare regarding termination if services are terminated for any reason other than discharge. Patients must receive at least a 30-day notice prior to termination of services. When a patient is discharged by the physician's written order, a 30-day notice is not required.
3. A 30-day notice is not required when patient services are being terminated based on an unsafe care environment in the patient's home, patient or parent/caregiver noncompliance with the plan of care or failure to pay for services rendered;
4. If and when Children's Home Healthcare can no longer meet the patient's needs based upon the patient's acuity, Children's Home Healthcare must arrange safe transfer of care.
5. If the patient's (or other persons in the patient's home) behavior is disruptive, abusive or uncooperative to the extent that delivery of care to the patient or the ability to operate effectively is seriously impaired.
6. The patient or the payer no longer is paying for services provided by Children's Home Healthcare.
7. Children's Home Healthcare may also terminate our agreement with the patient/caregiver. We work with the family to find another agency to provide the care treatment and services. Once the parent/caregiver chooses the new provider, Children's Home Healthcare will provide information about the patient as the parent/caregiver requests.
8. The patient/caregiver is responsible for the return of any equipment within two weeks after termination, or additional charges for the rental or purchase of the equipment may be assessed.



PATIENT RIGHTS CONCERNING PAYMENT

Patients/families have the right to be advised, before care is initiated, of the extent to which payment for services may be expected from Medicare, Medicaid or other sources, and the extent to which payment may be required from the patient. Before the care is initiated, Children's Home Healthcare must inform the patient, orally and in writing, of:

- The extent to which payment may be expected from Medicare, Medicaid or any other federally funded or aided program known to Children's Home Healthcare.
- The charges for services that are not covered by Medicare, Medicaid or any other federally funded or program.
- The charges that the patient/family may have to pay.
- Any changes in the charges for services provided when they occur. Children's Home Healthcare must advise the patient of these changes orally and in writing as soon as possible, but no later than 30 calendar days from the date Children's Home Healthcare becomes aware of a change.

PAYMENT POLICIES & BILLING PROCESS

If you have medical insurance, Children's Home Healthcare can file your insurance claims for service charges once we obtain an assignment of benefits from you. You agree to the assignment of benefits by signing the Client Rental Equipment Agreement form or a Delivery Ticket. If your child's insurance is Medicaid, routine monthly statements are not mailed to the family. If you have private insurance, you will receive a monthly statement for any amount the insurance does not pay. This amount is to be paid each month. We accept cash, check, Visa or MasterCard. If you have any questions about billing, please call 402-955-7777 and ask to speak to a patient account representative. If you are unable to pay your account in full upon receipt of your statement, we ask that you contact our Patient Services department to make payment arrangements. Accounts are considered delinquent 60 days following the date of service.

INSURANCE

Even though patients have medical insurance and benefits, the insurance contract is between the insured responsible party and insurance company; therefore, the prompt payment for our fees remains the personal responsibility of the insured responsible party. It is your responsibility to report any change in insurance coverage immediately to Children's Home Healthcare.

CREDIT POLICY

In accordance with federal and state laws and to assure the integrity and quality of our products and services, we are unable to accept returned products for credit.

PATIENT RESPONSIBILITIES

Patients and families also share a responsibility in the care your child receives from Children's Home Healthcare. Among those responsibilities are to:

- Provide accurate and complete information regarding medical history, allergies, medications, communicable diseases and other health matters, including any changes in this information.
- Provide accurate and complete information regarding names, addresses, telephone numbers and insurance information, including any changes in this information.
- Inform Children's Home Healthcare immediately of any change in employment status, insurance, and address or phone numbers.

- Participate in care decisions with the health care team to ensure the best possible outcome. Patients/parents/caregivers shall participate in care by asking questions and expressing concerns.
- Inform the health care team if the patient/parent/caregiver does not understand or cannot follow the health care instructions.
- Treat Children's Home Healthcare staff in a considerate, courteous and cooperative manner.
- Properly care for leased medical equipment, and notify Children's Home Healthcare when rented equipment is no longer needed. Equipment is to be returned in the same condition as it was received. Children's Home Healthcare can request payment for any damage done to the equipment while in the care of the patient/family.
- Allow Children's Home Healthcare the right to inspect the equipment upon reasonable notice to the user.
- Promptly notify Children's Home Healthcare of any malfunction or abnormality in the equipment, change of residence while using equipment, and any hospitalizations.

PATIENTS/FAMILIES:

- Shall remain under physician's care while receiving home care services, and notify Children's Home Healthcare upon changing physicians.
- Shall cooperate with agency, physician and staff by compliance with agreed-upon therapy.
- Shall accept responsibility for refusal of care.
- Are financially responsible for all charges incurred whether or not they are paid for by insurance.
- Are responsible to report any unexpected changes in the patient's condition to their physician.
- Shall notify Children's Home Healthcare if they will not be home for a previously scheduled visit or shift or if they are canceling an upcoming visit or shift

COMPLAINTS, CONCERNS & GRIEVANCES

Patients/designees have the right to voice complaints/grievances and suggest a change in service or staff without fear of reprisal or discrimination. Complaints made by the patient/designee received by the home health agency regarding care of treatment must be investigated. The agency must document both the existence and the resolution of the complaint. The patient/designee must be informed of the outcome/resolution of the complaint/grievance.

Our goal is to provide you with the best services possible! In order to do so, we need feedback from you. If we did not meet all of your expectations with the service provided, please call any manager at 402-955-7777 and discuss the situation. Our patients/families have the right to be advised of the availability of the 24-hour toll-free "Medicare Home Health Hotline," 800-245-5832. This Home Health Hotline is available to the public and allows customers to verbalize complaints or ask questions about local providers. Another avenue is for parents/caregivers to report any safety or quality of care concerns to the Joint Commission by calling 800-994-6610. Although the last two options are always available, please consider calling Children's Home Healthcare and asking for the administrator or manager of the department serving your child to discuss your problem or concern. We welcome the opportunity to work with you to find an acceptable resolution to your issue.

SPEAK^{UP}

If you would like a copy of the Speak^{UP} brochure, please ask your home health provider.



OASIS PRIVACY NOTICE

Children's Home Healthcare has an OASIS privacy notice for parents/caregivers for patients older than 18 years of age. In addition, there are assessment criteria that are shared with the state. The OASIS privacy notice only applies to those patient assessments being shared with the state. OASIS patients have the right to:

1. Be informed that OASIS information is collected and the purpose of the collection;
2. Have the information kept confidential and secure;
3. Be informed that OASIS information is not disclosed, except for legitimate purpose allowed by the Federal Privacy Act;
4. Refuse to answer questions;
5. See, review and request changes on their assessment.

ADVANCE DIRECTIVES

In Nebraska, adults who are capable of making health care decisions generally have the right to say yes or no to medical treatment. As a result, you have the right to prepare a document known as an Advance Directive. The document states in advance what kind of treatment you do or do not want under special, serious medical conditions – conditions that would prevent you from telling your doctor how you want to be treated. This Advanced Directive applies to a small percentage of the children we serve. For more information on Advanced Directives, please go to ChildrensOmaha.org/HomeHealthcare and click on the "Advanced Directives" brochure or ask your clinician for a copy.

If you are a parent/caregiver of a child with a life-threatening condition, you may work with your child's physician for specific directions in the event your child stops breathing or does not have a heartbeat. This type of directive is referred to as "Code Orders" and is not to be confused with Advanced Directives. Advanced Directives are intended for an adult making decisions about themselves, not a parent/caregiver deciding on "Code Orders" for their child.

NONDISCRIMINATION STATEMENT & LANGUAGE ASSISTANCE

Children's Home Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Children's does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Children's provides free access to auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Children's also provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Children's Interpreting Services at 402-955-5417.

If you believe Children's has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with: Bart Sturdy, Compliance Officer/Privacy Officer, 8200 Dodge St., Omaha, NE 68114, 402-955-4122, by fax (402-955-4100), or by email (bsturdy@ChildrensOmaha.org). You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Bart Sturdy, Compliance Officer/Privacy Officer, is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>

INTERPRETERS AVAILABLE

You have access to Interpretation services 24/7 at no personal cost to you.

This chart includes languages commonly spoken in your community, additional languages are available.

Spanish		Vietnamese	
<i>Spanish</i> Español	¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.	<i>Vietnamese</i> Tiếng Việt	Quý vị nói được tiếng Việt không? Chúng tôi sẽ cung cấp một thông dịch viên miễn phí cho quý vị.
Mandarin		Arabic	
<i>Mandarin</i> 中文	您讲国语吗？我们将免费为您提供翻译。	<i>Arabic</i> اللغة العربية	هل تتحدث اللغة العربية؟ سوف نوفر لك مترجمًا فوراً بدون أي تكلفة عليك.
Karen		French	
<i>Karen</i> ကရင်	နကတိ၊ ကညီကညီဘဉ်စါ၊ ဝကဟ့ဉ်န၊ ပုၤကတိၤကညီထံတၢ် လၢကတိၤန့ဟ့ဉ်သ့ၤလၢ နကတိၤဆစးဉ်န့ဘဉ်န့ဉ်လီၤ.	<i>French</i> Français	Parlez-vous français ? Nous vous fournissons gratuitement un interprète.
Cushite		German	
<i>Cushite</i>	'Afaan Oromo ni dubbattaa? Baasii dhuunfaakee tokko malee turjumaana siiif dhiyeessina.	<i>German</i> Deutsch	Sprechen Sie Deutsch? Wir stellen Ihnen unentgeltlich einen Dolmetscher zur Verfügung.
Korean		Nepali	
<i>Korean</i> 한국어	한국어를 사용하십니까? 무료로 통역 서비스를 제공해 드리겠습니다.	<i>Nepali</i> नेपाली	तपाईं नेपाली बोल्नुहुन्छ? हामी तपाईंको लागि नि:शुल्क रूपमा दोभाषे उपलब्ध गराउने छौं।
Russian		Lao	
<i>Russian</i> Русский	Вы говорите по-русски? Мы абсолютно бесплатно предоставим вам переводчика.	<i>Lao</i> ພາສາລາວ	ເຈົ້າເວົ້າພາສາລາວບໍ່? ພວກເຮົາຈະຈັດຕັ້ງ ແປພາສາໄທໄດ້ເໝາະສົມບໍ່ຕ້ອງເສຍຄ່າ.
Kurdish		Farsi	
<i>Kurdish</i> کوردی	به کوردی ددهویت؟ تنه و مرگورت بۆ دهستبهر دهمکن بهخۆراپی.	<i>Farsi</i>	فارسی صحبت می کنید؟ یک مترجم شفاهی رایگان در اختیار شما قرار خواهیم داد. فارسی
Japanese		American Sign Language (ASL)	
<i>Japanese</i> 日本語	日本語を話しますか？個人的な負担なしで通訳を提供致します。		





MISSION

To improve the life of every child.

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Omaha, NE 68124
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