

Policy Title: Description of Services

Rule Reference: 0940-5-38-.06(1)(a)

Effective Date: November 21, 2024

Revised: September 1, 2026

Approved by: Tonya Reagan

Purpose: The purpose of this policy is to clearly outline the services offered by Affordable Assist, ensure transparency in care delivery, uphold patient rights, and establish safety and professional standards. It serves as a guide to provide consistent, compassionate, and high-quality non-medical home care for all patients.

Services Offered:

Affordable Assist provides a range of personalized non-medical home care services to ensure the well-being, comfort, and independence of our clients. Our services are tailored to meet the unique needs of every individual, offering the highest standard of compassionate care.

1. Personal Care

- Assistance with bathing, grooming, and hygiene.
- Dressing assistance to maintain dignity and comfort.
- Mobility assistance, including transferring and positioning.
- Incontinence care and toileting support.

2. Meal Preparation and Nutrition

- Planning, cooking, and preparing nutritious meals based on the patient's dietary needs and preferences.
- Assistance with feeding when necessary.
- Encouragement of proper hydration and balanced meals to promote overall health.

3. Housekeeping and Home Management

- General housekeeping, including dusting, vacuuming, and cleaning.
- Laundry and linen changes.
- Organizing and maintaining a safe, clutter-free living space.

4. Errands and Transportation

- Providing transportation to medical appointments (doctor's offices, hospitals, clinics), pharmacies, and grocery stores.
- Accompaniment and support during errands, ensuring a safe and efficient experience.

5. Medication Assistance

- Verbal reminders to take medications on schedule.
- Opening a pill reminder box if the box is filled by the service recipient or authorized representative or licensed medical personnel practicing within the scope of their license.
- Placing medication within reach of the service recipient.
- Holding a service recipient's hand steady to help them with drinking liquid medication.

- Guiding the service recipient's hand when the individual is applying eye/ear/nose drops and wiping the excess liquid.
- Helping with a nasal cannula or mask for oxygen, plugging the machine in and turning it on.

6. Companionship and Emotional Support

- Engaging in meaningful conversation and activities to reduce loneliness.
- Assistance with hobbies, games, and recreational activities to enhance emotional well-being.
- Encouragement for social interaction and communication with loved ones.

7. Specialized Non-Medical Care

- Fall prevention assistance and monitoring.
- Respite care for family caregivers, allowing them time to rest and recharge.
- Support for individuals with Alzheimer's, dementia, or other cognitive challenges.

8. Flexible Accommodations

- Efforts are made to fulfill special requests or unique needs outside the typical scope of services, wherever possible.
- Adaptability in care plans to align with changing client requirements.

9. Communication and Reporting

- Weekly reports summarizing activities, services performed, and any observations about the patient's condition.
- Regular updates provided to family members or authorized representatives.

10. Financial Transactions and Invoicing

- Grocery shopping or supply purchases documented with receipts.
- Financial transactions completed securely, typically with a business credit card or reimbursements for the patient.
- Weekly invoices sent via email, detailing service dates, times, and charges for transparency. Payment is due upon receipt of the invoice.

Scope of Services and Limitations:

To ensure client safety and operate within our scope as a non-medical care provider, please note the following limitations. Our caregivers do not administer medications directly. Furthermore, our caregivers are not permitted to perform any medical tasks, including but not limited to:

- Administering injections or managing IVs.
- Performing sterile dressing changes or advanced wound care.
- Any procedure requiring the skills of a licensed nurse or physician.

Our services are strictly non-medical and are designed to assist with activities of daily living.

Commitment to Care

- Enhancing the quality of life for our patients through reliable, compassionate, and respectful care.
- Maintaining open communication with patients and their families to foster trust and clarity in every aspect of care.

Our Professional Caregivers

To ensure the highest standard of care, all Affordable Assist caregivers undergo a thorough screening process, including comprehensive background checks. We are a fully licensed and insured agency, and

our caregivers receive ongoing training to meet the diverse needs of our clients, including specialized support for dementia and fall prevention.

Scheduling, Rates, and Billing

1. Hours of Operation

- Care services can be scheduled at any time of day, seven days a week, subject to caregiver availability. Administrative office hours are Monday-Friday, 9:00 AM to 5:00 PM.

2. Scheduling and Cancellations

- We request a minimum of 1 hour's notice for the cancellation of a scheduled visit.

3. Rates and Payment

- Service rates and any applicable fees for transportation are outlined in the Client Service Agreement.

Patient Rights

1. No Contracts Required

- Affordable Assist does not require patients to sign contracts, ensuring no long-term obligations or commitments.

2. Termination of Services

- Patients may terminate services at any time and for any reason without explanation.

3. Caregiver Comfort

- Patients can request a caregiver replacement if they feel uncomfortable, with new caregivers assigned as promptly as possible.

4. Care Plan Adjustments

- Care plans can be modified upon request, typically addressed within 24 hours.

5. Confidentiality and Privacy

- All patient information, including personal, financial, and health details, will be kept strictly confidential in accordance with privacy laws.

6. Safety Protocols

- Services may be discontinued if the caregiving environment is deemed unsafe due to the presence of illicit drugs in the home, abuse or harassment, or combativeness or unsafe behavior toward caregivers.

7. Open Communication

- We prioritize clear and transparent communication with patients and their families, ensuring they feel supported and informed at all times.

Emergency Procedures

Our caregivers are trained to respond safely and promptly in an emergency. As non-medical personnel, a caregiver's protocol in a medical emergency is to:

- Call 911 immediately for professional medical assistance.
- Notify the patient's designated emergency contact.
- Contact the Affordable Assist agency office.

Enrollment Criteria

To enroll in Affordable Assist Private Care services, patients or their representatives must:

- Provide accurate information about care needs during the initial consultation.
- Agree to the terms outlined in this Statement of Services and Policies.
- Confirm that the caregiving environment is safe and free from conditions outlined in the safety protocols.

Termination Criteria

Services may be terminated under the following circumstances:

- Patient request for termination of services.
- Unsafe caregiving environment as defined in the safety protocols.
- Failure to pay invoices or fulfill financial obligations.

Core Values (R.E.C.I.P.I.E.N.T. Framework)

We uphold the following values in every aspect of our care:

- Responsibility: Delivering high-quality, dependable services.
- Empathy: Understanding the unique challenges of each patient.
- Collaboration: Working with families and other care stakeholders.
- Integrity: Maintaining honesty and transparency.
- Professionalism: Upholding the highest standards of care.
- Innovation: Adopting modern solutions to enhance care delivery.
- Education: Providing patients and families with the knowledge they need to make informed decisions.
- Nurturing: Creating a supportive and comforting environment.
- Timeliness: Responding promptly to patient needs.

Acknowledgement:

I _____ have reviewed and understand the content, requirements, and expectations of the Description of Services Policy. I have received a copy of the policy and agree to abide by the policy guidelines as a condition of my employment and my continuing employment with Affordable Assist Private Care.

I understand that if I have questions, at any time, regarding the Description of Services Policy, I will consult with my immediate supervisor.

(Caregiver Signature)

(Affordable Assist Private Care, Owner/Administrator)

(Date)