

BUSINESS ETHICS & CORPORATE COMPLIANCE

Preferred Care at Home (PCAH) stands for the highest level of integrity and ethical standards in relation to business practices and direct service to the people and communities served by the organization.

Therefore, it is the policy of PCAH. to deliver service and conduct its business in compliance with all applicable laws, regulations and ethical standards and have established mechanisms to ensure conformity with laws, regulations, program requirements and guidelines, and ethical business practices by its employees.

Should you at any time observe the staff of PCAH doing anything illegal or fraudulent or be asked to do something you believe to be illegal, fraudulent or unethical by a staff member, please call the agency's contact information on its site and ask to speak with the company ADMINISTRATOR.

HOW TO WORK EFFECTIVELY WITH YOUR HOME HEALTH AIDE

Your Home Health Aide is not a Nurse. She/He is a paraprofessional who is functioning according to a written Plan of Care prepared by the Nurse Supervisor assigned to your care. The Plan of Care may include such tasks as bathing, shampooing hair, cleaning nails (NO TRIMMING), foot care, changing bed linen, light housekeeping other than the clients area, essential errands, and meal preparation.

1. The Home Health Aide can only do the tasks outlined on the written Plan of Care. Please do not ask them to do things that are not on the Plan of Care such as heavy cleaning, moving furniture, washing windows, or turning mattresses. Please call our office to arrange for those services.
2. Companions are not trained or allowed to give personal care services or touch the client. Please do not ask a Companion to do personal care. This is for your protection.
3. Do not provide meals for the Home Health Aide unless instructed by the Nurse Supervisor as a part of the Plan of Care.
4. Do not loan or give money or give the Home Health Aide a gift or gratuity.
5. With permission the Home Health Aide is allowed to drive you to doctor's visits, necessary shopping or other essential errands as part of the written Plan of Care.
6. Changes in a Home Health Aide's work schedule must be made through the office. Do not make private arrangements with the Home Health Aide.

7. Before you sign the Home Health Aide Activity Report at the end of every visit, be sure the time is correct and it is completed properly.
8. The Nurse Supervisor will visit you periodically to evaluate the Home Health Aide's efficiency and your progress and to discuss any problems. You may call the Nurse Supervisor at any time to speak about problems you are having with the care.
9. Do not attempt to hire our Home Health Aides on a private basis. Any Home Health Aide who accepts work on a private basis can lose their certification and can be dismissed for the agency.
10. By law in New Jersey only Certified Home Health Aides are permitted to give personal care services. This is for your protection.
11. Our Home Health Aides and Nurses are NOT required to become CPR certified. Danielle's Law requires that we call 911 In an emergency.
12. Billing for private pay clients is done bi-weekly and must be paid promptly. The person financially responsible for care will be asked to sign a "Terms and Conditions" form before service begins.
13. If you have any problems or concerns about the performance or behavior of the Home Health Aide, call AGENCY using its contact information on its site immediately and ask to speak with the Nurse Supervisor.

