

## Helpful Tips for Home Health

- Dress Code-Scrubs are preferred
- Name badge-You must wear a name badge displaying your full name and title.
- Device- Home health Links is web-based system and works on all the systems if you have latest Chrome browser installed on the machine. It is recommended to have a tablet case or tablet stand while documenting to maintain good posture. You can also have a Magnetic Bluetooth keyboard connected with the tablet. It is also advisable to have a battery pack, so your tablet and phone do not run out of battery power while you are on the field.
- Communication- When calling the patient, introduce yourself and clearly state the name of the HHA. Explain the purpose of the visit. Write your name and contact info in the SOC packet in the sign-in sheet. What is going to happen after that visit? -you will see them, or an assistant will see them? If it is the last follow up, Patient should expect a Re eval or DC on the next visit.
- Standardized testing-You must have some form of standardized testing to support your documentation. Repeat the same test at the time of Re eval and DC. For example-Tinetti or Berg Balance testing.
- Do not write your time in and out any less than 45 minutes, as home health companies consider it non billable. Otherwise, 45 min to 60 min is fine.
- Make sure that time on the visit note matches the route sheet for that date. Signature is a must on all notes and forms. Visits do not get paid if Signatures are missing.
- If a visit has been missed during the week, please write a missed visit note stating the reason.
- If unable to get a hold of a patient, and you have tried to call multiple times, please call the Home Health Agency and inform them. Write a Communication note if Eval is delayed by more than 48 hours. This is very important! Please do not leave your patients unattended. All of the home health information can be obtained from the online system.
- If the vitals are not within normal limits, please call the HHA right away and document it. See chart below. Please perform caregiver training or HEP if applicable for the visit to be billable.
- Sometimes, some patients have lower pulse or BP on a normal basis due to the side effect of the medication. Please check with the doctor and document you called the doctor and they stated it's ok as long as the patient is asymptomatic.
- An incident report must be written if a patient falls, impinges a finger, has a skin tear (etc.) during the treatment time along with informing the HHA.
- Please follow all steps of protocol regarding universal precaution and health prevention. You must carry face mask, gloves, hand sanitizer, shoe booties, and plastic bags for personal property. Hand hygiene and bag techniques are in this folder.

## Route Sheets & Therapist Notes

- Notes are due within 24-48 hours of visits. Please make sure all your weekly documentation is signed and locked by Friday.
- Route Sheets are electronically signed by patients at the end of each visit, using your tablets. If for any reason, you cannot use your tablet or smartphone, please use a Home Health Links App it must be downloaded ahead of time. If you do not have internet connection, You can use it to get signatures in Offline mode.
- If you are documenting in the third-party system such as Devero or Kinnser, then get the signatures in that system only.
- If you got signatures on a paper route sheet, that can be uploaded in Devero/Kinnser. Please ask Brianda to show you the steps.

### **Payroll Info**

- You get paid for visits 1-15 of the month and then 16-30/31 of the month. You are provided with the pay schedule in the folder.
- We will only pay for visits rendered within the correct payroll dates. (Please see payroll schedule)
- On your calendar section in the system, there is a drop bar menu that reads “Select Pay Period”. Click on the correct payroll dates and make sure your work is complete. If all of your visits are colored BLUE, then all of your work is done and complete. RED is also ok, since those visits are invalid due to whatever reason the patient is no longer being treated, and you will not get paid for them. However, if anything on that list is WHITE, it means something is incomplete. Make sure you fix this before Wednesday of payroll week, otherwise those visits will be considered missed visits.
- If you have any issues getting your work done, please call the office for assistance.
- If you are billing for a No-Show visit, make sure you turn in a route sheet marked as a No Show, and that you have locked your note documenting what happened on that visit. Otherwise, we are unable to bill.
- Please submit your invoice through the HHL website by the 3rd and 18th of every Month.

### **CEU resources**

- <https://www.occupationaltherapy.com/>
- <https://www.physicaltherapy.com/>
- <https://www.speechpathology.com/>
- <https://www.ceu360.com/home-health-physical-therapy-continuing-education-courses/>