

Policy:

Palmer's Home Care is an equal opportunity service provider that does not and will not discriminate against any of our individuals served based on race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, and especially disability.

Admission Criteria

When considering an individual to be admitted into Palmer's Home Care's services, the following will be considered:

- The individual must have a developmental disability, has a Medicaid waiver or has private funding to be able to pay for the services.
- Palmer's Home Care is able to provide adequate supports to effectively and safely meet the individual's needs.
- Palmer's Home Care will not consider for admissions individuals with highly specialized medical needs that require services and/or equipment beyond those available to Palmer's Home Care; individuals with dangerous behaviors who may be a danger to themselves or others; and individuals who lack funding to pay for services.

Admission:

When considering an individual to be admitted into Palmer's Home Care Day or Residential services, the following will occur:

Residential

- Identify an Opening or Opportunity for services
- Research the Consumer Database in Cimor database or receive calls about services
- Give a tour of the home/day program to the individual or guardian/caregiver/service coordinator
- Review the Individual Plan
- Meet the Individual if it hasn't happened
- Determine if Palmer's staffing and available service meets the individual's needs
- If yes, then a meeting with the Degreed Professional Manager, House Manager, and potential housemate will be arranged if possible.
- If Palmer's Home Care chooses to move forward with placement in Day or Residential services, then the service coordinator will be notified, and then appropriate funding will be sought by the service coordinator.
- Once all parties have agreed to placement, then Palmer's Home Care will participate in any transitional meeting and paperwork as required by CMRO and the Service Coordinator.
- Paperwork requested prior to move-in date for the individual is:
 - o Approved UR budget for ISL services
 - o IP plan and any amendments, Photo ID, Health Insurance cards, Birth Certificate
 - o Copies of the most recent doctor's notes for last physical, last PCP visit, last vision-dental-specialty doctor visit notes. This does include therapist and psychiatrist. Also Diagnoses and Allergies, and any upcoming appointment information.
 - o Last lab work notes
 - o Signed physician orders for all medications and pharmacy information
 - o 1 month of medications
 - o Immunization records, Hep B screening and TB test results
 - o Any needed Adaptive equipment and the corresponding physician orders

If any of the information is not delivered by the caregiver upon move-in date, Palmer's Home Care has the right to postpone move-in date. At times, Palmer's Staff will be able to obtain the needed information after move-in.

Day Program

- Identify an Opening or Opportunity for services
- Receive calls or emails about our services
- Give a tour of the day program to the individual or guardian/caregiver/service coordinator
- Review the Individual Plan
- Meet the Individual if it hasn't happened
- Determine if Palmer's staffing and available service meets the individual's needs
- If Palmer's Home Care chooses to move forward with placement in Day services, then the service coordinator will be notified, and then appropriate funding will be sought by the service coordinator.
- Once funding has been secured, then the individual can start with Palmer's Day Habilitation Services.
- Paperwork requested prior to start date for the individual is:
 - o Approved UR budget for Day Hab services
 - o IP plan and any amendments pertinent to the services
 - o Any physician orders for any medication given at day program and the medication

Discharge:

Palmer's Home Care strongly believes in the individual rights of every individual served and wants the best care and services to be provided to everyone. Palmer's will go above and beyond in providing exceptional care to everyone and will work hard to make every placement in our Day and Residential services successful. Palmer's staff will meet with the interdisciplinary team to look for solutions to the issues that arise in order to find solutions to those issues. However, not all placements will be success, and Palmer's Home Care believes that, at times, the individual can receive the services that better meet their needs from other providers. If Palmer's Home Care cannot continue providing the appropriate support for an individual, then that individual may be discharged:

Reasons for Discharge:

- Extreme Physical Aggression
- Continued or Extreme Property Destruction
- Continued disruptive behavior affecting other individuals
- Continued behavior that does not follow DMH ISL guidelines and services
- Refusal for Medical Treatment as ordered by Physician that Palmer's Home Care feels the individual will have a negative outcome/effect on their life.
- Other issues as they arise

If Palmer's Home Care has exhausted all resources, and discharge is needed, then a 30-day notice will be sent to the guardian of the Individual, and the individual. Palmer's Home Care will contact DMH and CMRO through the [Provider Notice Portal \(redcapdd.azurewebsites.net\)](https://redcapdd.azurewebsites.net) 30 days prior to terminating services as well. Palmer's Home Care will continue to provide service to the individual as an appropriate placement is sought by the Interdisciplinary team.