

Table of Contents

Page	ADMINISTRATIVE	CHAP	Pennsylvania
1.001.1	Definition of Organization	HCMG.2	
1.001.2	Mission Statement, Vision and Values		
1.002.1	Services Offered		
1.003.1	Service Area		
1.004.1	Payment for Services		
1.004.2	Fee Schedule		
1.004.3	Target Population		
1.004.4	Service Limitations		
1.005.1	Hours of Operation	HCCC.3	
1.006.1	Administrative Control	HCMG.1 HCMG.3 HCMG.4 HCMG.5 HCMG.6	
1.006.2	Ethics Committee		
1.006.3	Corporate Compliance Plan		
1.006.4	Branch Offices		
1.008.1	Annual Evaluation	HCQA.1 HCQA.2	
1.009.1	Admission Criteria	HCCC.3 HCPC.2 HCPC.6	
1.009.2	Disclosure Notice		611.57.(c)(7)
1.010.1	Discharge/Transfer from Service	HCPC.15	611.57.(a)(2)
1.011.1	Contingency Plan		
1.011.2	Agency Closure Procedures		
1.012.1	Backup Coverage of Services	HCPC.11	
1.013.1	Standards & Principles		611.4.(c)
1.013.1	Business Associate Contract		
1.014.1	Anti Fraud Program		
1.015.1	Research Activities/Investigational Studies		
1.016.1	Public Disclosure		
1.017.1	Financial Records		
1.017.2	Financial Planning		
1.017.3	Capital Expenditures		
1.018.1	Information Management		
1.018.2	Services Provided under Contract		
1.019.1	Disclosure to Licensing Authority		611.2.(e)
1.020.1	Change of Ownership/Administrative Control		
1.020.1	Plan of Correction		

Page	HUMAN RESOURCES	CHAP	Pennsylvania
2.001.1	Reasonable Accommodations		
2.002.1	Personnel Records	HCMG.7 HCMG.8	
2.002.2	Employment References		
2.002.3	Time Records		
2.002.4	OIG Excluded List		
2.003.1	Selection of Personnel	HCMG.7	611.51.(a)(1)(b)
2.003.2	Classification of Personnel	HCMG.7	611.51.(a)(2)(b) 611.55.(a)(1-3)
2.003.3	Volunteers		
2.003.4	Ethics		
2.003.5	Employee Dress Code		
2.003.6	Employee Health Assessments	HCIC.5 HCMG.7 HCMG.7 HCMG.7	611.56.(a)(b)(c)
2.004.1	Payday		
2.004.2	Benefits & Wages		
2.005.1	Orientation & Staff Development	HCEP.2 HCMG.7 HCPC.12	611.55.(b)(1)(2)
2.005.2	Confidentiality		
2.006.1	Policy & Procedure Agreement		
2.007.1	Performance Evaluation		
2.007.2	Competency Evaluation	HCMG.7 HCMG.7 HCPC.12	611.55.(a)(2)(b-e)
2.008.1	Employee Discipline		
2.009.1	Termination/Separation of Employment		
2.010.1	Employee Grievances		
2.011.1	Cell Phone and Texting		
2.012.1	Drug Testing		
2.013.1	Conflict of Interest		
2.014.1	Knowledge/Resource Center		611.4.(a)
2.015.1	Professional Reporting		
2.016.1	Smoking		

Page	RIGHTS RESPONSIBILITIES ETHICS	CHAP	Pennsylvania
3.001.1	Client Conduct Responsibility & Rights	HCCC.1 HCCC.2	611.57.(a)(1)(2)(b) (c)
3.001.2	Non Discrimination		
3.001.3	Program Accessibility		
3.002.1	Solicitation/Distribution for Referrals		

Page	RIGHTS RESPONSIBILITIES ETHICS Cont.	CHAP	Pennsylvania
3.002.2	Ethical Complaints		
3.003.1	Clients Complaints & Grievances	HCCC.6	
3.004.1	Reporting Abuse Neglect or Exploitation	HCCC.5	
3.004.2	Billing Agreement		
3.005.1	Criminal History Checks	HCMG.7	611.51.(a)(3) 611.52.(a-i) 611.54
3.005.2	State Registry		
3.005.3	Nurse Aide Registry		
3.005.4	ChildLine Registry		611.51.(a)(3) 611.53.(a-c) 611.54
3.006.1	Out-of-Hospital Do Not Resuscitate Order		
3.007.1	Advanced Directives		
3.009.1	Coordination of Client Care	HCPC.10	
3.012.1	Facilitating Communication		
3.013.1	After Hours Care	HCCC.3 HCPC.2	

Page	PATIENT INFORMATION	CHAP	Pennsylvania
4.001.1	Security of Clinical Information	HCMG.9	
4.001.2	Data Backups		
4.002.1	Retention of Clinical Records	HCMG.9	
4.003.1	Timeliness of Entries in Clinical Record	HCMG.9	
4.003.2	Client Records	HCCC.4 HCMG.9	
4.004.1	Physician Delegation		
4.004.5	RN Delegation		
4.005.1	Clinical Record Review/Quarterly Review		
4.006.1	Abbreviations		
4.007.1	Medication Storage		
4.008.1	Medication Reminding		
4.009.1	Transporting Client		
4.010.1	Food storage, Preparation and Handling		

Page	OFFICE	CHAP	Pennsylvania
5.001.1	Billing		
5.001.2	Referrals	HCCC.4	
5.002.1	Verification of Primary Payer		
5.003.1	Staffing Issues	HCPC.11	
5.004.1	Faxing		
5.005.1	Protected Health Information Password/Usernames		
5.007.1	Red Flag Rules		

Page	CLIENT SERVICES	CHAP	Pennsylvania
6.001.1	In Service Education	HCPC.12	
6.002.1	Reporting Emergencies in the Home	HCPC.12	
6.002.2	Cardiopulmonary Resuscitation		
6.003.1	Client Education	HCIC.1	
6.004.1	Service Planning	HCCC.4 HCPC.1 HCPC.2 HCPC.3 HCPC.4 HCPC.5	
6.005.1	RN Pronouncement		
6.006.1	Client Care Supervision	HCPC.7 HCPC.8 HCPC.10 HCPC.13 HCPC.14	
6.006.2	PAS Supervisor	HCPC.1 HCPC.7 HCPC.10 HCPC.13	
6.007.1	Personal Care Aides	HCPC.7 HCPC.8 HCPC.9 HCPC.12	
6.008.1	Homemaker and Companion Responsibility		

Page	SAFETY/INFECTION CONTROL	CHAP	Pennsylvania
7.001.1	Infection/Exposure Control Plan	HCIC.1 HCIC.2 HCPC.12	
7.001.2	CLIA Waiver		
7.002.1	Universal Body Substance Precautions	HCIC.1 HCIC.2 HCPC.12	
7.003.1	Management of Infections/Exposures in Personnel		
7.004.1	Personal Protective Equipment	HCIC.1 HCIC.3	
7.005.1	Hand washing	HCIC.1	
7.006.1	Aseptic Technique		
7.007.1	Respiratory & Tuberculosis Precautions	HCIC.4	
7.008.1	Tuberculosis Exposure Control Plan	HCIC.4	
7.009.1	Contaminated Reusable Materials Disposition	HCIC.1	
7.010.1	Contaminated Waste Disposal	HCIC.1	
7.011.1	Therapy Bag Techniques	HCIC.1	
7.012.1	Communication of Hazards to Personnel	HCIC.2	
7.013.1	Hepatitis B Vaccination		
7.014.1	Information & Training	HCIC.2	
7.015.1	Evaluating & Maintaining Records of infections	HCIC.5 HCIC.6	
7.016.1	Reporting of Communicable Diseases	HCIC.5	
7.016.2	Influenza Vaccination		
7.016.3	Influenza Vaccination Compliance		
7.020.1	Record Keeping	HCIC.6	
7.021.1	Medical Equipment Malfunction		
7.022.1	Hazardous Waste Handling & Labeling	HCIC.1	
7.023.1	OSHA Bloodborne Pathogen Training	HCIC.2	

Page	SAFETY/INFECTION CONTROL Cont.	CHAP	Pennsylvania
7.024.1	Incident/Accident Reporting		
7.025.1	Agency Personnel Safety – Personal Safety		
7.026.1	Agency Personnel Safety/ Unsafe Home Visits		
7.027.1	Accidental Exposure	HCIC.6	
7.028.1	Accident Prevention		
7.028.2	Fall Prevention		
7.029.1	Car Accident Reporting		
7.031.1	Disaster/Emergency Preparedness	HCEP.1 HCEP.3	
7.032.1	Material Safety Data Sheet		
7.033.1	Fire Safety		

Page	QUALITY MANAGEMENT	CHAP	Pennsylvania
8.001.1	Quality Assessment/Performance Plan	HCQA.1 HCQA.2	
8.002.1	Client Satisfaction Survey		
8.003.1	Non Client Satisfaction Survey		
8.004.1	Possession of Supplies		