

## **C.N.A. and PCP GUIDELINES**

1. You are the most important representative of Professional Home Health Care for each of your clients. ALWAYS wear your PHHC photo ID badge to every visit and when running errands for the client.
2. *The Care Manager will make arrangements with the client to have access to the client's home. In order to protect yourself from accusations of theft, DO NOT accept keys to your client's home.*
3. If you are running late or may have to miss a visit due to an emergency, PLEASE call the office and speak to someone directly. For after-hours, the on-call staff may be reached by dialing your normal main office phone number. Do not rely upon leaving a message on voicemail.
4. *HIPAA laws strictly prohibit anyone sharing the names or circumstances of a client or employee to anyone outside of the agency staff. Remember to respect the privacy of ALL PHHC's clients and other employees by not talking about them to anyone other than office staff.*
5. NEVER TOUCH ANY CLIENT MEDICATION! It is only okay to remind the client to take medication if that task is on the plan of care. NEVER touch the actual pills, because you can be held accountable if the wrong dosage is given. (C.N.A.'s may pour out pre-set pills for the patient; i.e. from a medi-planner onto a napkin sitting next to the client, if that task is on the plan of care.)
6. *If you are assigned a shift that includes a mealtime, you may bring your meal with you to the client's home and eat with the client if it is allowed by your client. DO NOT eat or drink the client's food.*
7. Please encourage your clients to call the office if they will not be available for a visit or if they need to reach you. Giving out your personal telephone number is NOT recommended even after you are comfortable with the client.
8. *Keeping strong and clear boundaries with your clients is very important. It is easy to get involved in your clients' lives because you are interacting with them on such a personal level; be aware when the lines between employee and friend start to blur. You are putting yourself at risk.*
9. Sharing detailed information about your life is NOT recommended. Clients have enough issues and problems of their own – they do not need to hear about yours. Make every visit a pleasant and happy one. Even if you are having a bad day, do not share it with the clients.
10. *WASH YOUR HANDS at the beginning of every visit and frequently in between tasks. Use gloves regularly! Remember to use the "Bag Technique".*
11. DO NOT transport a client in your own vehicle. You may accompany your client on a bus, special transit or taxi cab, if it is part of the care plan. Certain exceptions may be made for private duty clients – please contact the office for details.
12. *Always ask the client to use their phone first to chart your visit in Telephony. If they are on the phone, do not interrupt them. Wait until they are done and then chart your visit. Let the office know why you are charting late. DO NOT answer any of your personal phone calls while in the client's home. Cell phones should stay in your car or turned OFF while at the client's home. You can make personal phone calls between visits on your own time.*

**Thank you, PHHC**