

Debest Quality Private Home Care, Inc.

Respect and Care at Home

Welcome



Information Handbook

Debestquality Private Home Care, Inc.

Respect and Care at Home

Welcome to Debestquality Private Home Care. We appreciate the confidence that you have demonstrated by choosing our company to serve you. Please feel free to call upon us if ever we can provide you additional information or serve you in anyway. Our goal is to provide you with the supports you need for you to maintain a full and enjoyable life, at home, where you really want to be. “There’s no place like home.”

Debestquality Private Home Care has been providing home care services to our clients since 2015. We are proud of the programs we offer, and the support we provide, and most of all, the staff we developed to attend to your needs. Over the years, we have continued to be focused on providing the very best services to our clients and continue to strive for excellence in our services.

Our services are available 24/7, and our staff is available 24 hours a day to respond to your concerns. We are committed to provide your services as you request, and to coordinate a replacement worker, should your regular worker not be available to serve you at any particular time. Our nursing and coordinating staff will communicate with you regularly to ensure your schedule is being served as you desire, and will be available to respond to any concerns you may have anytime you need.

We value you as a client, you are our focus. Please feel free to call us anytime.

Sincerely,

Victor Anyanwu

Victor Anyanwu, President/CEO
Debestquality Private Home Care, Inc.

Debestquality Private Home Care's Mission

We are dedicated and caring people who together form a human service company providing quality supports to enhance the lives of individuals.

We commit to effectively manage our resources in order to fulfill our responsibilities to the people we support, our employees, our customers, and our communities.

We serve with respect, compassion, and skill. We assist our clients in Building Lives and Reaching their Potentials.

Our Philosophy... Debestquality Private Home Care's Quality Way

Creating Direction- *We commit to establishing direction by creating an inspired vision that promotes high quality services and real work satisfaction.*

Customer Focus- *We believe quality services can only be achieved with a complete focus on the customer's wants, needs, and satisfactions.*

Employee Focus- *We will strive to be the preferred human services employer, providing the best opportunity for career growth and development to maximize the employee involvement and participation in our shared vision.*

Face-to-Face Communication- *We commit to communication openly and frequently with all persons in face-to-face meetings.*

Managing for Outcomes- *We have a quality improvement and efficiency system that can be measured to ensure we meet our customer's and the company's goals.*

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Conduct Code

It is the goal of Debest Quality Private Homecare to provide beneficial, cost effective, in-home services to those who request them are referred to us by all sources, with the goal being consistently to meet our customer's expectations. In the provision of these services, and in being a responsible corporate citizen of the communities in which we serve, we will strive to maintain integrity and the highest of ethical standards.

To our patients and their families, we will be attentive to their needs and will strive to provide quality in-home care services through a coordinated plan of care. We will demonstrate our commitment to the rights of individuals to be informed participants in their own care by using the "Patient's Rights and Responsibilities" document as a cornerstone of our service provisions, planning, and policy and procedure development

To our referral services, we will demonstrate efficient services and a caring approach and will provide positive channels of communication among all necessary parties to insure the patient's needs are always met. As an integral component of the health care system, we will provide necessary referral and/or transfer to other components as the needs of the patient may demand.

To our suppliers and vendors, we will be the best customers we can be. We will emphasize both fair competition and along lasting relationships. We will not engage in dealings which involve "kickbacks" or "playoffs" and our dealings will be honest and above board. Conflicts of interest will be avoided.

To the many communities of which we are a member, we will actively participate in functions that will enhance the quality of life of the region. Our advertising and public relations material will fairly represent the services and benefits we, as well as our industry in general, provide.

Finally, to each other, as employees, contractors, and consultants, we will treat one another fairly and with dignity and respect due to all human beings. We are committed to our Code of Conduct. We will provide an agency environment that stimulates growth, team spirit, and emphasizes continual improvement of the quality of the services we provide.

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End-of-Life Care Planning

Discussions about care at the end of life are important today because of the ability of medical technology to prolong life. In recent months, there has been a considerable amount of publicity about the topic. Highly publicized court cases involving comatose or dying individuals also direct attention to the subject. With the average expected life span of Americans getting longer and longer, the statistics support that each of us will eventually come face-to-face with making end of life care decisions for ourselves or someone we love. The best way for you to be in control of your medical care and treatment at the end of your life is to record your preferences in advance.

Advance Directives are documents written in advance of serious illness, which state your choices about medical care or treatment at the end of life or name someone to make choices about medical care/treatment for you if you become unable to make your own decisions. Living Wills, Durable Powers of Attorney for Health Care, and other similar documents such as Georgia's Directive for Final Health Care are examples of Advance Directives.

What is a Living Will? A Living Will is a document in which you can instruct your physician to withhold or withdraw life-sustaining supports if you become terminally ill. Each state describes the kind of form that must be used in order for medical personnel to honor your wishes. A Living Will must be signed, dated, and witnessed. An attorney is not needed to draw up a Living Will, though you may decide that consultation with an attorney is desirable.

What is a Durable Power of Attorney for Health Care? A Durable Power of Attorney Health Care is signed, dated, and witnessed legal document in which you can name another person, as Agent, to make medical decisions for you if you become unable to make decisions yourself. In a Durable Power of Attorney, you can state specifically what treatment you want or do not want as you approach the end of life. This type of Advance Directive is applicable no matter what type of disease has affected you. It is not necessary for you to be terminally ill for this document to be effective. A Durable Power of Attorney for Health Care can be written without the advice of an attorney, though you may decide that consultation with an attorney would be helpful.

What is a Directive for Final Health Care? The Directive for Final Health Care, developed by Georgia Health Decisions, combines the Living Will and the Durable Power of Attorney for Health Care into one document. This document is recommended by Georgia's Division of Aging Services, other Georgia agencies, and by a majority of Georgia's hospitals. The services of an attorney are not necessary to complete the document.

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A Planning Guide to assist you in making your decision is available through the Critical Conditions website or by phone. It provides one of the most user-friendly and thorough resources available. Though developed for persons residing in Georgia, it is a valuable resource for persons residing in any state.

Frequently Asked Questions

Are Advance Directives only for senior citizens or old people? No. A serious illness or accident can happen to anyone at any age. If you have strong feelings about what choices you want made in such a situation, you are encouraged to complete an Advance Directive regardless of your age.

After completing an Advance Directive, what do I do with it? Copies of your Advance Directive should be given to your physician, your next of kin, and your attorney and, perhaps, to others you trust. If you name an agent in your documents, you should provide a copy to your agent. You should also consider carrying a card in your wallet indicating that you have an Advance Directive and where it is located.

Can an Advantage Directive be changed? Yes. These types of documents may be changed or revoked at any time. If you do make changes to Advance Directive, be sure to destroy all the outdated copies and provide new copies to your family, physician, attorney, and others of your choosing.

Is there a time limit on how long my Advantage Directive is valid? No, but you are encouraged to review and update your Advantage Directive periodically.

Does an Advance Directive have any effect over financial affairs? No. An Advantage Directive covers only health care decisions. It has no effect over financial affairs that are unrelated to your Health Care. People who have been required to make final health care decisions for loved ones, without knowing that person's wishes will tell you how hard it was to make those decisions. They will also tell you how much easier it would have been if they had been prepared to make such decisions. Having a discussion with your loved ones about final health care decisions and end-of-life care planning is worth the effort. Regardless of what your final health care decisions may be, they can only be respected if you share them with your loved ones. By talking with you family (and your physician) and by completing an Advance Directive / Directive for Final Health Care, your wishes about end-of-life care will be clear to those who will be making decisions if you cannot. Take time to prepare yourself and your family about end-of-life care. By doing so, you can provide specific directions to each other. Then, if any you are faced with making difficult health care decisions for another, there will be a personalized plan to follow.

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Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Debestquality Private Home Care is required by law to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. If you have questions about any part of this notice or if you want more information about the privacy practices at **Debestquality Private Home Care** please contact:

Assumpta Anyanwu, Agency Administrator
2210 Noelle Place, Powder Springs, GA 30127
Phone: (770) 765-3992
Email: info@debestqualityprivatehomecare.com
Website: www.info@debestqualityprivatehomecare.com

Effective Date of this Notice: May 14, 2015

I. How Debestquality Private Home Care May Use or Disclose Your Health Information

Debestquality Private Home Care collects health information about you and stores it in a chart, which is your medical record. We need this information to provide you with quality care and to create a record of the care and services you receive at **Debestquality Private Home Care, Inc. Debestquality Private Home Care** is committed to protecting the privacy of your health information. The law permits **Debestquality Private Home Care** to use or disclose your health information for the following purposes.

- 1. Treatment.** We may use medical information about you to provide you with medical treatment or services. We may disclose medical information about you to doctors, psychologists, pharmacists, nurses, social workers, therapists, technicians, or other personnel involved in providing services to you. Different departments of **Debestquality Private Home Care** may also share medical information about you in order to coordinate the different services you need.
- 2. Payment.** We may use and disclose medical information about you so that the treatment and services you receive at **Debestquality Private Home Care** or other providers from whom you receive treatment or services, may be billed to, and payment may be collected from, you, an insurance company or third party, Medicaid or other payer. To the extent possible, our staff and outside contractors or consultants will make reasonable efforts to assure that the use and disclosure of your personal health information is conducted in a secure and confidential manner.
- 3. Regular Health Care Operations.** **Debestquality Private Home Care** may use and disclose medical information about you for agency operations. These uses and disclosures are necessary to manage the operation and to monitor your quality care. For example, we may use personal health information to evaluate agency's services, including the performance of our staff. We may also use personal health information for training purposes to develop new policies, procedures, or programs that may benefit you or other individuals we support. Your medical information may be shared with survey reviewers and other accreditation bodies in accordance with current and on-going operating procedures.
- 4. Information Provided to You.**
- 5. Notification and Communication with Family.** We may disclose your health information to notify or assist in notifying a family member, your personal representative, or another person responsible for your care about your location, your general condition or in the event of your death. If you are able and available to agree or object, we will give you the opportunity to do so prior to making this notification. If you are unable or unavailable to agree or object, our health professionals will use their best judgement in communication with your family and others.

6. Required by Law. As required by law, we may use and disclose your health information as described below.
- a. Public Health. We may disclose your health information to public health authorities for purposes related to: preventing or controlling disease, injury, or disability; reporting child abuse or neglect; reporting domestic violence; reporting to the Food and Drug Administration problems with products and reactions to medications; and reporting disease or infection exposure.
 - b. Health Oversight Activities. We may disclose your health information to health agencies during the course of audits, investigations, inspections, licensure and other proceedings.
 - c. Judicial and Administrative Proceedings. We may disclose your health information in the course of any administrative or judicial proceedings as required by a court order or subpoena.
 - d. Law Enforcement. We may disclose your health information to a law enforcement official for purposes such as identifying or locating a suspect, fugitive, material witness or missing person, complying with a court order or subpoena and other law enforcement purposes.
 - e. Deceased Person Information. We may disclose your health information to coroners, medical examiners, and funeral directors.
 - f. Public Safety. We may disclose your health information to appropriate persons in order to prevent or lessen a serious and imminent threat to the health or safety of a particular person or the public.
 - g. Specialized Government Functions. We may disclose your health information for military, national security, and prisoner purposes.
 - h. Worker's Compensation. We may disclose your health information as necessary to comply with worker's compensation laws.

[Only the minimum necessary health information will be disclosed to accomplish the above purposes]

[If your state law materially limits or prohibits any of the uses and disclosures described above, each such use and disclosure described above must reflect the more stringent law.]

II. When Debestquality Private Home Care May Not Use or Disclose Your Health Information

Except as described in this Notice of Privacy Practices, **Debestquality Private Home Care** will not use or disclose your health information without your written authorization. If you do not authorize **Debestquality Private Home Care** to use or disclose your health information for another purpose, you may revoke your authorization in writing at any time.

III. Your Health Information Rights

1. You have the right to request restrictions on certain uses and disclosures of your health information. **Debestquality Private Home Care** is not required to agree to the restriction that you requested. We asked that such requests be made in writing. Appropriate forms may be obtained from **Debestquality Private Home Care** contact person listed below.
2. You have the right to inspect and copy your health information.
3. You have the right to request that **Debestquality Private Home Care** amend your health information that is incorrect or incomplete. **Debestquality Private Home Care** is not required to change your health information and will provide you with information about **Debestquality Private Home Care** denial and how you request a review. We ask that such requests be made in writing. Appropriate forms may be obtained from **Debestquality Private Home Care** contact person listed below.
4. You have a right to receive accounting of disclosures of your health information made by **Debestquality Private Home Care**, except that **Debestquality Private Home Care** does not have account for the disclosures described in parts 1(treatment), 2(payment),3(health care operations), 4(information provided to you, and 5(certain government functions) of section 1 of this Notice of Privacy Practices.
5. You have a right to a paper copy of this Notice of Privacy Practices.

If you would like to have a more detailed explanation of these rights or if you would like to exercise one of more of these rights, contact:

Assumpta Anyanwu, Agency Administrator
2210 Noelle Place, Powder Springs, GA 30127
Phone: (770) 765-3992
Email: info@debestqualityprivatehomecare.com
Website: www.info@debestqualityprivatehomecare.com

IV. Changes to this Notice of Privacy Practices

Debestquality Private Home Care reserves the right to amend this Notice of Privacy Practice at any time in the future, and to make the new provisions effective for all information that it maintains, including information that was created or received prior to the date of such amendment. Until such amendment is made, **Debestquality Private Home Care** is required by law to comply with this Notice. Revised notices will be communicated via the DPHC website, through local operations publications, meetings, or other distribution channels.

V. Complaints

Complaints about the Notice of Privacy Practices or how **Debestquality Private Home Care** handles your health information must be in writing and directed to:

Assumpta Anyanwu, Agency Administrator
2210 Noelle Place, Powder Springs, GA 30127
Phone: (770) 765-3992
Email: info@debestqualityprivatehomecare.com
Website: www.info@debestqualityprivatehomecare.com

For further information about this process, call 678-561-8018. This number is not to be used to register a complaint, as complaints must be submitted in writing as stated above. We will not retaliate in any way if you choose to file a complaint with us or with the U.S. Department of Health and Human Services.

If you are not satisfied with the manner in which this office handles a complaint, you may submit a formal complaint to:

Department of Health and Human Services Office of Civil Right
Hubert H. Humphrey Bldg.
200 Independence Avenue
Room 509F HHH Building
Washington, DC 20201

You may also address your complaint to one of the regional Offices for Civil Rights. A list of these offices can be found online at <http://www.hhs.gov/ocr/regmail.html>.

Be Prepared, In Case of Emergency

If you experience any type of emergency in your home, the following information is essential:

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T**

In the event of:

A **tornado**, you should take shelter in_____.

A **severe wind or thunderstorm**, you should_____.

A **hurricane**, you should take shelter in_____.

A **flood**, you should take shelter in_____.

**If shelter is not available in your home,
you should plan to evacuate.**

During **ice, snow or frigid conditions**, medical supplies, groceries, and other essentials will be brought in by _____.

If your life is dependent on oxygen, electrical ventilation, or other electrical device, the local Fire Department and electrical company should be notified. In addition, you should have battery powered back-up available in your home at all times. This back up should be checked regularly to ensure power is available when needed. Please maintain an **extra oxygen tank** for emergencies.

Emergency Supplies You Should Keep on Hand:

- a portable radio
- canned and nonperishable foods
- containers of water
- your medicine
- extra batteries
- a flashlight
- a first aid kit
- blankets

Emergency Phone Numbers: 911

Police:_____ **Fire Department:**_____

Emergency Medical Services:



In Case of Fire

If you should smell smoke or see fire in your home, the following information will be vital to your safety.

First: **LEAVE YOUR HOUSE IMMEDIATELY!** Second: **Call the Fire Department by dialing 911.** The following information is vital to this call. Please keep it by the phone at all times.

Your Name: _____
Your Address: _____
Your Phone Number: _____

Remain on the phone line to Emergency Services while they dispatch the fire engines.

If you should have a kitchen fire, CLOSE THE KITCHEN DOOR IMMEDIATELY and GO OUTSIDE THE HOUSE. The route through which you should leave the house is by the: _____ door or _____ window.

If you should have a fire in any other room in your house, an exit plan should be developed for that room. Please write that information as follows:

Fire in the Living Room: _____ door or _____ window.
Fire in the Dining Room: _____ door or _____ window.
Fire in Your Bedroom: _____ door or _____ window.
Fire in the Guest Bedroom: _____ door or _____ window.
Fire in the Bathroom: _____ door or _____ window.
Fire in the Hall: _____ door or _____ window.

In the event of a fire, after you are outside your house, please count family members to ensure that everyone is safely out.

When Falls Occur...

If you fall, do not panic. Roll onto your stomach, turning your head in the direction of the roll. If you feel a sharp pain, do not move. Call for help,

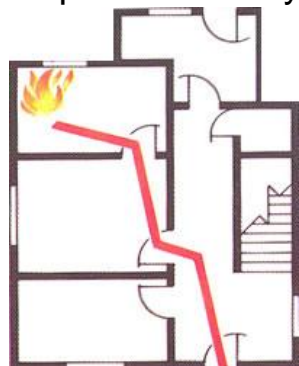
If you are free of pain, crawl to the nearest chair or sofa. Place both hands on the seat, bending slightly forward so that your hands support your weight. Now, bend one knee, and place your foot flat on the floor.

Then, push yourself up with your hands while swiveling to sit in the chair. After you have rested a few minutes, call a family member or your doctor for help.

Fall Prevention: Take special care to avoid falls. Some falls result from dizziness, poor coordination, or muscle weakness. However, most result from poor safety practices at home. These guidelines will reduce your risk of injury.

Provide Good Lighting

Place light switches or lamps near the entrance to each room at the top and bottom of all stairways, and next to your bed. Replace low-wattage light bulbs with 75, or 100-watt bulbs. Use night-lights in your bedroom, in the hallway, and in the bathroom. Outline the edges of stair steps with brightly colored paint or tape so the steps will be easy to see.



Adapt Your Home...

Secure the edges of carpets, and attach nonskid backings to mats and throw rugs. Place nonskid strips in the tub or shower. Remove clutter, especially in hallways and on stairs. Arrange furniture to provide clear pathways and secure electrical cords. Install handrails on both sides of all stairways as well as near the tub and toilet.

Medication Safety



Medications can be dangerous when not stored and used correctly. To ensure the proper use of drugs in your home, the following precautions should be followed.

Be sure to store drugs away from children. Often, childproof medication containers may be easy to open by children.

Do not share drugs with others.

Do not store drugs in the sunlight, humid places (in a bathroom) or in places where the temperature is changeable or high.

Check the expiration date. Throw away any drugs that are outdated or no longer needed.

Please keep a current list of your medications available. You should also list the frequency of administration and the dosage. Take this list to your doctor on each visit.

Take drugs as prescribed. Read the label before taking medications and follow closely. Stick to the instructions.

Call the doctor or nurse if you should experience reactions to any drugs.

Keep medications in the original containers unless someone sets up your medicines in the unit dose container.

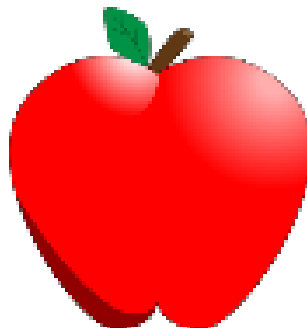
Have prescriptions filled at the same pharmacy. The pharmacist will be helpful to you by knowing your total drug regimen.

Remind the doctor or dentist of the drugs that you are currently taking, especially if you are about to have surgery.

Please check with the doctor and/or physician about any over the counter medications you may be taking. Adverse reactions may occur by taking some prescription and over the counter medications at the same time.

Nutrition Tips

Health and nutrition experts agree that good nutrition and eating practices go a long way toward helping you recover from illness or injury.



Eating Well = Get Up and Go!

Eat a variety of foods to get the energy (calories), protein, vitamins, minerals, and fiber you need for a good health.

Maintain a healthy weight to reduce your chances of having a high blood pressure, heart disease, a stroke, certain cancers, and the most common kind of diabetes.

Choose a diet low in fat, saturated fat, and cholesterol to reduce your risk of heart disease and certain types of cancer. Because fats contains more than twice the calories of an equal amount of carbohydrates or proteins, a diet low in fat can help you maintain a healthy weight.

Use sugars only in moderation. A diet with lots of sugars has too many calories and too few nutrients for most people and can contribute to tooth decay.

Use salt and other forms of sodium only in moderation to help reduce your risk of high blood pressure.

If you drink alcoholic beverages, do so in moderation. Alcoholic beverages supply calories, but little or no nutrients. Drinking alcohol is also the cause of many health problems and accidents and can lead to addiction.

Preventing Infection at Home

Many infections can be eliminated in the home by observing the following precautions:

Good Hand Washing

The most effective way to prevent the spread of an infection in your home is good hand washing.



Disposing of Soiled Bandages and Gloves

If you use bandages, gloves and other disposable items during your care, it is important that you dispose of these soiled items in a plastic bag that is securely fastened. The secured bag should then be put in your outside trashcan.

Disposing of Needles, Syringes and Other Sharp Objects

You can help prevent injury, illness, and pollution by disposing of needles and other sharp objects in a hard, plastic, and puncture resistant container. Your home infusion company should provide this container for your safety. Please do not put the sharp containers in your regular trash can. Call your home infusion therapy company when the container is full so that it may be removed and disposed safely.

