



## Health Service Coordination and Care Policy

### I. Policy

It is the policy of Cherish to meet the health service needs of each person being served as defined and assigned in each person's coordinated service and support plan (CSSP) or CSSP addendum. All staff should report program participant health concerns to participant, responsible party, case manager and Cherish as appropriate.

### II. Procedures when operating under MS 245D Licensure

- A. When discovered, Cherish will promptly notify the person's legal representative, if any, and the case manager of changes in a person's physical and mental health needs affecting health service needs assigned to the program in the person's CSSP or CSSP addendum.
- B. If Cherish staff have reason to know that the change has already been reported, it is not necessary to report.
- C. Cherish staff must document all health changes, including when the notification of the health changes was given to the legal representative and case manager, on the Health Needs Change Report).
- D. When assigned the responsibility for meeting the person's health service needs in the person's CSSP or the CSSP addendum, Cherish will maintain documentation on how the person's health needs will be met, including a description of the procedures to follow in order to:
  1. Provide medication assistance or medication administration according to the safe medication assistance and administration policy;
  2. Monitor health conditions according to written instructions from a licensed health professional;
  3. Assist with or coordinate medical, dental and other health service appointments; or
  4. Use medical equipment, devices or adaptive aides or technology safely and correctly according to written instructions from a licensed health professional.

PCA provider agencies cannot have or enforce non-compete agreements that prohibit employees/former employees from working with other agencies or Program Participants after leaving. Employees/former employees may not share information about clients/former clients which is a violation of HIPAA laws.

Policy reviewed and authorized by the Cherish owners at a formal Board of Directors meeting

Last policy review: 8/22/2023