

First Choice In-Home Care, Inc.



Doing Work That Matters
Since 1999

Client Intake Packet – Required Documents

Form No.	Form Title	Page No.
HC FORM – Client – 100	Clients Bill of Rights & Responsibilities	2
HC FORM – Client – 110	Client – Advanced Directives Notice	4
HC FORM – Client – 120	Service Interruption	6
HC FORM – Client – 140	Client Complaints & Grievances	8
HC FORM – Client – 141	Client Complaint & Grievances Form	10
HC FORM – Client – 150	Automobile Release of Liability	12
HC FORM – Client – 160	Electronic Timekeeping Notice	14
HC FORM – Client – 180	Notice of Privacy Practices	15
HC FORM – Client – 220	Meaning of ADL and IADL	22
HC FORM – Client – 225	Emergency Use Only – Personal Care PAPER Time and task Sheet Instructions	24
HC FORM - Client - 230	Emergency Use Only - Personal Care PAPER Time & Task Sheet	25
General Information:		
Emergency Contact Information - Form		26
How to access our Web Site		27

First Choice In-Home Care, Inc.

Administrative Policy and Procedure – Bill of Rights		
No. HC FORM – Client – 100.	Date Initiated: 07/17/2007	Date Revised/Reviewed: 08/16/2022
Title: Client Bill of Rights Form	WAC: 246-335-435	Date Approved: 08/16/2022

CLIENT BILL OF RIGHTS AND RESPONSIBILITIES

As a client of First Choice In-Home Care (hereinafter referred to as “First Choice”), you and your family have certain rights and responsibilities that you are entitled to know before care is initiated. You have the right to have these responsibilities explained to you and to have assistance in understanding them so that you may properly exercise those rights and responsibilities.

As a First Choice client, you have the right to:

1. Receive quality services from First Choice for services identified in the plan of care;
2. Be cared for by appropriately trained or credentialed personnel, with coordination of services;
3. A statement advising of the right to ongoing participation in the development of the plan of care;
4. A statement advising of the right to have access to the Department of Health’s listing of licensed home care agencies and to select any licensee to provide care, subject to the individual’s reimbursement mechanism or other relevant contractual obligations;
5. A listing of the total services offered by First Choice and those being provided to the client;
6. Refuse specific services;
7. The name of the individual within First Choice responsible for supervising the client’s care and the manner in which that individual may be contacted;
8. Be treated with courtesy, respect, and privacy;
9. Be free from verbal, mental, sexual, and physical abuse, neglect, exploitation, and discrimination;
10. Have property treated with respect;
11. Privacy and confidentiality of personal information and health care related records;
12. Be informed of what First Choice charges for services, to what extent payment may be expected from care insurance, public programs, or other sources, and what charges the client may be responsible for paying;
13. A fully itemized billing statement upon request, including the date of each service and the charge. Agencies providing services through a managed care plan are not required to provide itemized billing statements;

First Choice In-Home Care, Inc.

14. Be informed about advanced directives and POLST, and First Choice's attendant scope of responsibility;
15. Be informed of First Choice policies and procedures regarding the circumstances that may cause First Choice to discharge a client;
16. Be informed of First Choice policies and procedures for providing back-up care when services cannot be provided as scheduled;
17. A description of First Choice's process for clients and family to submit complaints to First Choice about the services and care they are receiving and to have those complaints addressed without retaliation;
18. Be informed of the Department of Health's complaint hotline number to report complaints about First Choice or credentialed health care professionals;
19. Be informed of the DSHS end harm hotline number to report suspected abuse of children or vulnerable adults; and
20. First Choice must ensure that client rights are implemented and updated as appropriate.

First Choice In-Home Care Contact Information:

1. Telephone: 1-877-747-5090 (toll free)
2. Email: info@fcihc.com
3. Address King County: 555 S. Renton Village Place, Ste. 300, Renton, WA 98057
4. Address Pierce County: 535 Dock Street, Ste. 200, Tacoma, WA 98402

Complaint Hotlines:

1. Washington State's Hospital/Home Health Care Agency Complaint Department toll free Hotline telephone number (1-800-633-6828), the hours of operation (8:30 a.m. to 5:00 p.m., Monday through Friday)

As a First Choice client, I understand that in addition to my enumerated rights, I also have the following responsibilities:

1. To provide accurate and complete information about the type of care being requested and that all care provided is consistent with my agreed to Plan of Care.
2. To treat all First Choice employees with respect, courtesy, consideration, and to accept all assigned employees regardless of their age, race, color, national origin, religion, gender identification, disability, or any other category protected by law.
3. To maintain a safe environment for my care and to protect my valuables by storing them in an acceptable manner.
4. To arrange for all supplies, medicines, and other services that First Choice does not provide, but which are necessary to my care and safety.
5. To notify First Choice prior to any shift if I will not be available, or wish to cancel services.

First Choice In-Home Care, Inc.

Administrative Policy and Procedure – Delivery of Services		
No. HC FORM – Client – 110.	Date Initiated: 01/07/2007	Date Reviewed/Revised: 08/16/2022
Title: Client-Advanced Directives	WAC: 246-335-420	Date Approved: 08/16/2022

Policy Statement:

The Agency recognizes that all persons have a fundamental right to make decisions relating to their own medical treatment, including the right to accept or refuse medical care. It is the Agency's policy to encourage clients and their families or representatives to participate in decisions regarding medical care and treatment. Valid advance directives, such as Living Wills, Durable Powers of Attorney for Care, POLST, and DNR (Do Not Resuscitate) orders will be followed to the extent permitted and required by law. In the absence of advance directives, the Agency will provide appropriate palliative care and emergency procedures, including calling 911. The Agency will not condition the provision of care, or otherwise discriminate against an individual, based on whether or not the individual has executed an advance directive.

Definitions:

Advance Directive: Instructions from a decisional capable individual regarding future medical treatment in the event that he or she becomes decisional incapable. An advance directive may specify medical treatment the individual consents to or refuses, designate a surrogate decision-maker, or both.

POLST: Portable Medical Orders used during a medical emergency when a client is unable to communicate and needs medical care.

DNR: Do Not Resuscitate is a medical order to refrain from cardiopulmonary resuscitation if a client's heart stops beating.

Palliative Care: Medical interventions intended to alleviate suffering, discomfort, and dysfunction (such as pain medication or treatment of an annoying infection), but not cure.

Surrogate Decision-Maker: A person appointed to make decisions for someone else, as in a durable power of attorney for care (also called an agent).

Procedure:

1. At the time of admission, the Agency will ask the client and/or primary Home Care Aide if an advance directive has been executed by the client. If one exists, proper notation will be made in the client's clinical record.
2. No Agency staff person is permitted to give either medical or legal advice regarding an advance directive.

First Choice In-Home Care, Inc.

3. Written information regarding the client's rights under Washington State law to accept or refuse treatment, including the right to execute advance directives, will be made available to clients, upon request, at the time of admission. The Agency will provide updated information on changes in Washington State law concerning individual rights to make decisions about medical care within ninety (90) days from the effective date of any change in law.
4. Each client is encouraged to participate in all aspects of decision-making regarding his/her medical care and treatment. Statements by a competent client of his/her desire to accept or refuse treatment will be documented in the client's record.
5. The client's primary physician will be notified of any alteration in the advance directives, including both written and oral statements by the client.
6. If a client is determined to be incompetent to make decisions, a surrogate decision-maker will be identified. The Agency will inform the surrogate decision-maker of the client's Plan of Care and include him/her in decisions related to the client's care and treatment.
7. A Living Will or Durable Power of Attorney for Health Care may be revoked at any time by a client, either orally or in writing. The client's Physician will be notified immediately of any revocation. Documentation will be placed in the client care record following a revocation.
8. If a client is transferred to another facility or provider, notification of an advance directive will be made to that facility or provider, and a copy of the directive will be forwarded, if available, to the agency.
9. If the client has a signed POLST form:
 - a. In the event of client medical emergency in the presence of Agency staff, the direct care staff member must provide emergency medical personnel with the client's signed POLST form.
 - b. Any section of the POLST form not completed implies full treatment for that section.

First Choice In-Home Care, Inc.

Administrative Policy and Procedure – Delivery of Services		
No. HC FORM – Client – 120.	Date Initiated: 01/07/2007	Date Reviewed/Revised: 08/16/2022
Title: Service Interruption	WAC: 246-335-420	Date Approved: 08/16/2022

A. POLICY:

First Choice In-Home Care staff will implement appropriate service interruption action when service interruption occurs due to unavoidable circumstances. Client case records must reflect service attempts, client contacts regarding absence of regularly scheduled home care aide, and notations when substitute home care aides serve the client.

B. PURPOSE:

To define the actions to be taken when a Home Care Aide is unable to make or complete a scheduled work shift.

C. PROCEDURE:

1. First Choice In-Home Care will define Service Interruption in the Client Service Agreement. The Client Service Agreement must be signed by all First Choice In-Home Care clients.
2. All clients will be informed that from time to time there may be an interruption of services due to circumstances that are unavoidable.
3. All clients will be informed that in the event of a service interruption, wherein, First Choice In-Home Care is not able to properly staff the scheduled work shift, the client and/or the client's parent, guardian, and family members agree to provide or arrange for back-up care.
4. In non-emergency situations, First Choice In-Home Care will provide a Substitute Home Care Aide to the client and will be scheduled to arrive at the client's home within twenty-four (24) hours after the original Home Care Aide was scheduled, unless the client agrees otherwise.
 - a. In the event First Choice In-Home Care is not able to properly schedule a Substitute Home Care Aide, the assigned Case Manager or a Home Care Manager will contact the client's DDA/AAA Case Manager to determine if other arrangements can be made to provide care to the client.
5. If the lack of immediate care would pose a serious threat to the health and welfare of the client (essential services), the Substitute Home Care Aide will be schedule by First Choice In-Home Care to begin providing personal care service to the client at the home of the client within four (4) hours after the original Aide was scheduled, unless otherwise agreed to by the client.
 - a. In the event First Choice In-Home Care is not able to properly schedule a Substitute Home Care Aide the Case Manager, Home Care Manager, or other

First Choice In-Home Care, Inc.

designee will contact the client's DDA/AAA Case Manager to determine if other arrangements can be made to provide care to the client

6. If a Home Care Aide is unable to attend or complete a scheduled shift, the Home Care Aide is instructed to contact First Choice In-Home Care, and the client, to immediately and properly notify them of the service interruption.
 - a. Home Care Aides are to contact the client's Case Manager or a Home Care Manager to inform First Choice In-Home Care of the service interruption.
 - b. Home Care Aides are to contact the client to inform him/her of the service interruption.

NOTE: All clients will be instructed to immediately notify First Choice In-Home Care when a scheduled work shift cannot be worked by scheduled Agency staff:

- c. The client should contact First Choice In-Home Care's toll free telephone number at 1-877-747-5090 to report a service interruption.
- d. Once informed by the client, the Case Manager, Home Care Manager, or other designee will complete the necessary actions to assure the client's care needs are met. This includes contacting the agency's On-Call Substitute Home Care Aides to arrange for shift coverage.
- e. The Case Manager, Home Care Manager, or other designee will contact the client to inform him/her whether the subject shift can be properly staffed.

First Choice In-Home Care, Inc.

Administrative Policy and Procedure – Quality Improvement Program		
No. HC FORM – Client – 140.	Date Initiated: 07/17/2007	Date Revised/Reviewed: 08/16/2022
Title: Client Complaints and Grievances	WAC: 246-335-455	Date Approved: 08/16/2022

A. POLICY:

First Choice In-Home Care responds appropriately to all complaints by clients and their families and documents all actions taken to resolve the complaint using Form No. 141 – Client Complaint Investigation Form.

B. PURPOSE:

1. To address individual client or family complaints and grievances.
2. To provide a means for early identification of problems.

C. PROCEDURE:

1. First Choice In-Home Care staff will:
 - a) Listen attentively and courteously to complaints expressed by clients and/or their families or representatives.
 - b) Seek to clarify and understand the nature of the complaint.
 - c) Encourage clients and/or their families or representatives to contact an Agency Home Care Manager regarding complaints that cannot be resolved by Agency staff.
 - d) Report complaints directly to a Home Care Manager.
 - e) Inform clients and/or their families or representatives that they are welcome to contact the Washington State Hospital/Home Health Care Agency Complaint Department toll free hotline telephone number at 1-800-633-6828.
2. The Home Care Manager will:
 - a) Review all complaints as they are received.
 - b) Clarify the complaints with appropriate Agency staff.
 - c) Discuss complaints with the clients and/or their families or representatives to clarify their perceptions.
 - d) Initiate a process to resolve the complaint.
 - e) Evaluate and implement corrective actions as indicated.
 - f) Report as needed to the Program Manager and/or Program Director and/or Executive Director.
3. Problems will be reviewed within twenty-four (24) hours, or a process will be in place within forty-eight (48) hours to resolve the complaint. The Agency Program Manager may request that complaints filed by clients and/or their families or representatives be made in writing.

First Choice In-Home Care, Inc.

4. Client complaints will be documented and maintained in an administrative file.
5. Client complaints are incorporated as part of the quality assurance review process.
6. When complaints and concerns cannot be resolved through the Agency, clients and/or their families or representatives will be given the Washington State complaint toll-free hotline number,
7. Clients will be informed of the Agency's complaint and grievance Policy and Procedure at the time of admission for Home Care services.

Step	Action	Responsible Person	Approx. Time Frame
A.	Client calls in a complaint to First Choice In-Home Care.	Receptionist routes to Case Manager or Home Care Manager	
B.	Case Manager or Home Care Manager calls the client within 48 hours to schedule an appointment, or if the client prefers, completes complaint interview over the telephone	Home Care Manager or Case Manager	
C.	Meeting with Home Care and Case Manager scheduled, if necessary.	Home Care Manager	Scheduled for the next business day after the day complaint is called in.
D.	Meeting with client. Action to be taken at this meeting is: <ol style="list-style-type: none"> 1. Completion of client grievance form. 2. Written and detailed notes in the daily log sheet by Case Manager who is in attendance. 3. If complaint involves Home Care Aide, determine if the client wants the Home Care Aide replaced. 4. Discussion with client regarding possible plans of action. 	Home Care Manager and/or Case Manager	During the scheduled in-home visit.
E.	The Home Care Manager will develop a plan of action and communicate this plan to the Case Manager, Home Care Aide, and client.	Home Care Manager	Within 4 business days following client visit.
F.	The Home Care Manager will send the client a copy of this plan of action.	Home Care Manager	Within 4 business days a copy is sent to client.
G.	The Home Care Manager will follow-up with the client to determine if the complaint was successfully resolved.	Home Care Manager	Within 60 days.
H.	If the situation involves theft, or accusations of theft, abuse, or neglect, the Executive Director, AAA Case Management, Adult/Child Protective Services, and Police Dept. will be immediately informed and involved to assist as appropriate.	Home Care Manager, Program Manager, and/or Program Director	If this occurs, immediate actions will be taken.
I.	All formal complaints must be communicated to Executive Director.		

First Choice In-Home Care		
Administrative Policy and Procedure - FORMS		
No. HC FORM – Client - 141	Date Initiated: 01/17/2007	Date Revised/Reviewed: 08/16/2022
Title: Client Complaint Form	Per: WAC 246-335-455	Date Approved: 08/16/2022

Fax completed form to 425-562-2537 or mail to 555 S. Renton Village Place, Ste. 300, Renton, WA 98057

Date of Complaint	Time	AM PM	Date Reported	Reported by
Client Name			Age	Sex <input type="checkbox"/> M <input type="checkbox"/> F
Client Address				City/Zip
Is Complaint related to a Home Care Aide providing services to the Client? YES NO				
Is Complaint related to the Administrative Staff at First Choice? YES NO				

Name of person making Complaint:
Please Describe the Nature of your Complaint:

Date Complaint Investigated:
Name of Supervisor completing investigation:
Outcome of Investigation:

First Choice In-Home Care		
Administrative Policy and Procedure - FORMS		
No. HC FORM – Client - 141	Date Initiated: 01/17/2007	Date Revised/Reviewed: 08/16/2022
Title: Client Complaint Form	Per: WAC 246-335-455	Date Approved: 08/16/2022

Please identify all Corrective Actions taken:

Identify all monitoring of Corrective Actions required (if applicable):

Identify Agency evaluation of the Corrective Actions taken (if applicable):

Date Complaint Resolved: _____

Supervisor Name: _____ Date: _____

Supervisor Signature: _____

First Choice In-Home Care, Inc.

Administrative Policy and Procedure – Delivery of Services		
No. HC FORM – Client – 150.	Date Initiated: 01/07/2007	Date Reviewed/Revised: 08/16/2022
Title: Auto Release of Liability	WAC: Agency Policy	Date Approved: 08/16/2022

I understand that I may ask my caregiver to drive me and may ask that the caregiver use my car. I hereby consent for my caregiver, an employee of First Choice In-Home Care, to drive my car for services related to my care.

I understand and agree that First Choice In-Home Care and its affiliates are not responsible in the event there is an accident which involves my car, injury to its occupants, property damage, or bodily injury to others. I also understand that any injuries I personally sustain during the use of my car will be covered by my insurance and are not First Choice In-Home Care's responsibility.

I Certify that the vehicle described below is properly licensed, registered, inspected, in safe and usable condition, and that automobile insurance is carried on it in accordance with applicable Washington State legal requirements.

PLEASE ATTACH COPY OF YOUR CURRENT AUTO INSURANCE CARD

Year, Make and Model of Client's Automobile:	
License Plate No.	
Name of Auto Insurance Company:	
Auto Insurance Policy Number:	
Expiration Date of Auto Insurance:	
Name of Individual Insured:	
Please Identify Auto Insurance Policy Limits:	

SIGNATURES:

CLIENT/POA SIGNATURE:	DATE:

FOR OFFICE USE ONLY:

VERIFIED BY (NAME):	TITLE:	DATE:

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First Choice In-Home Care, Inc.

Administrative Policy and Procedure – Delivery of Services		
No. HC FORM – Client – 160.	Date Initiated: 01/07/2007	Date Reviewed/Revised: 08/16/2022
Title: Electronic Visit Verification Notice	WAC: Agency Policy	Date Approved: 08/16/2022

Electronic Visit Verification Notice:

Pursuant to Section 12006 of the 21st Century Cures Act, passed by the United States Congress in 2016, Washington State’s Department of Social and Health Services (DSHS) requires all home care agencies providing services to Medicaid clients to utilize an electronic timekeeping system referred to as “Electronic Visit Verification,” or EVV.

The First Choice In-Home Care EVV system is HIPAA (*Health Insurance Portability and Accountability Act*) compliant, meaning that your personal information, including but not limited to, your name, age, address, telephone number, and medical and non-medical data cannot be shared.

First Choice Homecare Aides are to download and use the MedSYS Mobile Visit Verification (MVV) application on their phones for purposes of EVV. The MVV application accurately tracks the time that our assigned Homecare Aides spend with you during their scheduled work shifts, allows for recording of completed tasks, and captures signature approvals from our Homecare Aides and you or your representative.

If our assigned Homecare Aides are unable to use the MVV application, they can, with permission from their First Choice Supervisor, use your landline as an alternative means to clock in and out from their shift and record the personal care tasks they completed during a shift.

The use of the EVV system helps us provide you with a greater degree of customer service alerting us when your Homecare Aide is off schedule for any reason. Our Case Managers are then able to work directly with you to resolve any rescheduling needs immediately.

As required by Washington State and Federal regulations, we wanted to ensure that you were aware of our required use of this technology.

First Choice In-Home Care		
Administrative Policy and Procedure - FORMS		
No. HC FORM – Client – 180.	Date Initiated: 07/17/2007	Date Revised/Reviewed: 08/16/2022
Title: Notice of Privacy Practices	Per: HIPAA	Date Approved: 08/16/2022

**Health Insurance Portability &
Accountability Act (HIPAA) Compliance Plan**

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.

This Notice of Privacy Practices describes how First Choice In-Home Care (FCIHC) may use or disclose your protected health information, with whom that information may be shared, and the safeguards we have in place to protect it. It also describes your rights to access and control your protected health information. Protected health information is information about you, including demographic information, that may identify you and that relates to your past, present or future physical or mental health or condition and comparable health care services.

First Choice In-Home Care (FCIHC) is required to abide by the terms of this Notice of Privacy Practices. We may change the terms of our notice, at any time. The new notice will be effective for all protected health information that we maintain at that time. Upon your request, we will provide you with any revised Notice of Privacy Practices by: calling the office and requesting that a revised copy be sent to you in the mail, or asking for one at the time of your next appointment.

ACKNOWLEDGMENT OF RECEIPT OF THIS NOTICE

You will be asked to sign an acknowledgment of receipt of this notice. Our intent is to make you aware of the possible uses and disclosures of your protected health information and your privacy rights. The delivery of your services will in no way depend on your signed acknowledgment. If you decline to sign an acknowledgment, we will continue to provide our services. We can and will also use and disclose your protected health information for provision, payment, and reporting of services, when necessary.

HOW WE MAY USE OR DISCLOSE YOUR PROTECTED HEALTH INFORMATION

The following are examples of permitted uses and disclosures of your protected health care information. These examples are not meant to be exhaustive.

Required Uses and Disclosures: By law, we must make disclosures to you unless it has been determined by a competent medical authority that it would be harmful to you. We

First Choice In-Home Care		
Administrative Policy and Procedure - FORMS		
No. HC FORM – Client – 180.	Date Initiated: 07/17/2007	Date Revised/Reviewed: 08/16/2022
Title: Notice of Privacy Practices	Per: HIPAA	Date Approved: 08/16/2022

must also disclose health information when required by the Department of Social and Health Services in the State of Washington to investigate or determine our compliance with the requirements.

Treatment: We will use and disclose your protected health information to provide, coordinate, or manage your health care and any related services. This includes the coordination or management of your health care with a third party. For example, we would disclose your protected health information, as necessary, to an insurance company that pays for services provided to you. We will also disclose protected health information to other associates who may be involved in providing your services.

Payment: Your protected health information will be used, as needed, to obtain payment for your health care services. This may include certain activities that FCIHC might undertake for health care services we provide for you such as: making a determination of eligibility or coverage; reviewing services provided to you for medical necessity; and undertaking utilization review activities. For example, your protected health information might be disclosed to a business associate to arrange payment for respite services.

Healthcare Operations: We may use or disclose, as-needed, your protected health information to support the daily activities related to healthcare. These activities include, but are not limited to: quality assessment activities; investigations; communications about a service; conducting or arranging for other healthcare related activities; and care coordination.

We will share your protected health information with third party business associates that perform various activities for FCIHC. The business associates will also be required to protect your health information.

We may use or disclose your protected health information, as necessary, to provide you with appointment reminders or other health-related benefits and services that may be of interest to you. For example, your name and address may be used to send you a newsletter about our nonprofit organization and the services we offer.

Others Involved in Your Healthcare: We may disclose to a family member, caregiver, a close friend or any other person you identify, your protected health information that directly relates to that person’s involvement in your health care. We may use or disclose protected health information to notify or assist in notifying a family member, personal representative or any other person who is responsible for your care of your location, general condition or death. Finally, we may use or disclose your protected health information to an authorized public or private entity to assist in disaster relief efforts and to coordinate uses and disclosures to family or other individuals involved in your health care. If there is a family member, other relative or close friend to whom you do not want

First Choice In-Home Care		
Administrative Policy and Procedure - FORMS		
No. HC FORM – Client – 180.	Date Initiated: 07/17/2007	Date Revised/Reviewed: 08/16/2022
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us to disclose your protected health information, please notify First Choice In-Home Care.

Required By Law: We may use or disclose your protected health information to the extent that the use or disclosure is required by law. The use or disclosure will be made in compliance with the law and will be limited to the relevant requirements of the law.

Public Health: We may disclose your protected health information to a public health authority that is permitted by law to collect or receive the information. The disclosure will be made for the purpose of controlling disease, injury or disability. First Choice In-Home Care may disclose your protected health information, if authorized by law, to a person, who may have been exposed to a communicable disease, or may otherwise be at risk of contracting or spreading the disease or condition. In addition, we may disclose your protected health information, if we believe that you have been a victim of abuse, neglect or domestic violence, to the governmental entity or agency authorized to receive such information. In this case, the disclosure will be made consistent with the requirements of applicable federal and state laws.

Health Oversight: First Choice In-Home Care may disclose protected health information to a health oversight agency for activities authorized by law, such as audits, investigations, and inspections. Oversight agencies, seeking this information, include government agencies that oversee the health care system, government benefit programs, other government regulatory programs and civil rights laws.

Legal Proceedings: We may disclose protected health information in the course of any judicial or administrative proceeding, in response to an order of a court or administrative tribunal (to the extent such disclosure is expressly authorized), and/or in certain conditions in response to a subpoena, discovery request, or other lawful process.

Law Enforcement: We may disclose protected health information for law enforcement purposes. These law enforcement purposes include: (1) legal processes required by law; (2) information requests for identification and location purposes; (3) issues pertaining to victims of a crime; (4) suspicion that death has occurred as a result of criminal conduct; and (5) in the event that a crime occurs on the premises of FCIHC.

Research: We may disclose your protected health information to researchers when their study has been approved by an institutional review board that has reviewed the research proposal and established protocols to ensure the privacy of your protected health information.

Criminal Activity: Consistent with applicable federal and state laws, we may disclose your protected health information, if we believe that the use or disclosure is necessary to

First Choice In-Home Care		
Administrative Policy and Procedure - FORMS		
No. HC FORM – Client – 180.	Date Initiated: 07/17/2007	Date Revised/Reviewed: 08/16/2022
Title: Notice of Privacy Practices	Per: HIPAA	Date Approved: 08/16/2022

prevent or lessen a serious and imminent threat to the health or safety of a person or the public. We may also disclose protected health information if it is necessary for law enforcement authorities to identify or apprehend an individual.

Military Activity and National Security: When the appropriate conditions apply, First Choice In-Home Care may use or disclose protected health information of individuals who are Armed Forces Personnel: (1) for activities deemed necessary by appropriate military command authorities; (2) for the purpose of a determination by the Department of Veterans Affairs of your eligibility for benefits; or (3) to foreign military authority if you are a member of that foreign military services. We may also disclose your protected health information to authorized federal officials for conducting national security and intelligence activities, including for the provision of protective services to the President or others legally authorized.

YOUR RIGHTS REGARDING YOUR PROTECTED HEALTH INFORMATION

Following is a statement of your rights with respect to your protected health information and a brief description of how you may exercise these rights.

You have the right to inspect and copy your protected health information. This means you may inspect and obtain a copy of protected health information about you that is contained in your client record for as long as we maintain the data. A client record contains medical, financial and service information and any other information necessary to provide services to you.

Under certain circumstances, such as protected health information that is subject to law prohibiting access, you may be denied access to protected health information. Depending on the circumstances, a decision to deny access may be reviewed. In some circumstances, you may have a right to have this decision reviewed. Please contact FCIHC if you have questions about access to your client record.

You have the right to request a restriction of your protected health information. This means you may ask First Choice In-Home Care not to use or disclose any part of your protected health information. We will consider all requests for restrictions carefully, but are not required to agree to any restrictions.

You must request a restriction in writing to FCIHC. In your request, you must state: (1) what information you want restricted; (2) whether you want us to restrict FCIHC’s use, disclosure, or both; (3) to whom you want the restriction to apply, for example, disclosure to family members or friends who may be involved in your care; and (4) an expiration date.

First Choice In-Home Care		
Administrative Policy and Procedure - FORMS		
No. HC FORM – Client – 180.	Date Initiated: 07/17/2007	Date Revised/Reviewed: 08/16/2022
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If FCIHC believes it is in your best interest to permit use and disclosure of your protected health information, your protected health information will not be restricted. If FCIHC agrees to the requested restriction, we may not use or disclose your protected health information in violation of that restriction unless it is needed to provide emergency treatment.

You may revoke a previously agreed upon restriction, in writing, at any time.

You have the right to request confidential communications. We will accommodate reasonable requests. We will not request an explanation from you as to the basis for the request. Please make this request in writing to FCIHC.

You may have the right to have FCIHC amend your protected health information. If you believe that the information we have about you is incorrect or incomplete, you may request an amendment to your protected health information as long as we maintain this information. While we will accept requests for amendment, we are not required to agree to the amendment.

You have the right to receive an accounting of certain disclosures FCIHC has made, if any, of your protected health information. This right applies to disclosures for purposes other than treatment, payment or healthcare operations as described in this Notice of Privacy Practices. It excludes disclosures we may have made to you, to family members or friends involved in your care, or for notification purposes. You have the right to receive specific information regarding these disclosures that occurred after April 1, 2003. You may request a shorter timeframe. The right to receive this information is subject to certain exceptions, restrictions and limitations.

You have the right to obtain a paper copy of this notice from FCIHC, upon request, even if you have agreed to accept this information electronically. To obtain a paper copy, send your written request to First Choice In-Home Care Case Manager.

COMPLAINTS

You may complain to First Choice In-Home Care or to the Department of Social and Health Services or the Department of Health in the State of Washington if you believe your privacy rights have been violated by us. You may file a complaint with us by notifying our Privacy Officer in writing. We will not retaliate against you for filing a complaint.

First Choice In-Home Care		
Administrative Policy and Procedure - FORMS		
No. HC FORM – Client – 180.	Date Initiated: 07/17/2007	Date Revised/Reviewed: 08/16/2022
Title: Notice of Privacy Practices	Per: HIPAA	Date Approved: 08/16/2022

CONTACT INFORMATION

You may contact the First Choice In-Home Care Privacy Officer for further information about the complaint process, or for further explanation of this document at:

First Choice In-Home Care
555 S. Renton Village Pl. Ste. 300, Renton, WA 98057
Phone: (425) 747-5000
Fax: (425) 562-2537

This notice was published and became effective on February 26, 2009.

CONSENT FOR PURPOSES OF TREATMENT, PAYMENT AND HEALTHCARE OPERATIONS

I consent to the use or disclosure of my protected health information by First Choice In-Home Care (FCIHC) for the purpose of making referrals on my behalf, carry out treatment to me, or obtaining payment for my health care bills. I understand that referrals or treatment of me may be conditioned upon my consent as evidenced by my signature on this document.

I understand I have the right to request a restriction as to how my protected health information is used or disclosed to make referrals, carry out treatment, or payment. FCIHC is not required to agree to the restrictions that I may request. However, if FCIHC agrees to a restriction that I request, the restriction is binding.

I have the right to revoke this consent, in writing, at any time, except to the extent that FCIHC has taken action in reliance on this consent.

My "protected health information" means health information, including my demographic information, collected from me and created or received by FCIHC or another aging network provider. This protected health information relates to my past, present or future physical or mental health or condition and identifies me, or there is a reasonable basis to believe the information may identify me.

I understand I have a right to review FCIHC’s Notice of Privacy Practices prior to signing this document. First Choice In-Home Care’s Notice of Privacy Practices has been provided to me. The Notice of Privacy Practices describes the types of uses and disclosures of my protected health information that will occur in my treatment, payment of my bills or in the performance of health care operations of FCIHC. This Notice of Privacy Practices also describes my rights and FCIHC’s duties with respect to my protected health information.

First Choice In-Home Care reserves the right to change the privacy practices that are described in the Notice of Privacy Practices. I may obtain a revised notice of privacy practices by calling the

First Choice In-Home Care		
Administrative Policy and Procedure - FORMS		
No. HC FORM – Client – 180.	Date Initiated: 07/17/2007	Date Revised/Reviewed: 08/16/2022
Title: Notice of Privacy Practices	Per: HIPAA	Date Approved: 08/16/2022

office and requesting a revised copy be sent in the mail or asking for one at the time of my next appointment.

Contact Person: First Choice In-Home Care has a designated **Privacy Officer** as its contact person for all issues regarding patient privacy and your rights under Federal privacy standards.

If you have any questions regarding this notice, please contact the designated Privacy Officer:

Michael Howard, Executive Director, Privacy Officer
 First Choice In-Home Care
 555 S. Renton Village Pl. Ste. 300,
 Renton, WA 98057
 Phone: 425-747-5000 Fax: 425-562-2537 Email: MHoward@fcihc.com

First Choice In-Home
HC FORM – Client – 220. Meaning of ADL’s & IADL’s

“Activities of daily living (ADL)” means the following:

1. **Walk in room, hallway, and rest of immediate living environment:** How the client walks between locations in his/her room and immediate living environment.
2. **Locomotion in room and immediate living environment:** How the client moves between locations in his/her room and immediate living environment. If the client is in a wheelchair, locomotion includes how self-sufficient the client is once in his/her wheelchair.
3. **Locomotion outside of immediate living environment including outdoors:** How the client moves to and return from more distant areas. If the client is living in a boarding home or nursing facility (NF), this includes areas set aside for dining, activities, etc. If the client is living in his/her own home or in an adult family home, locomotion outside immediate living environment including outdoors, includes how the client moves to and returns from a patio or porch, backyard, to the mailbox, to see the next-door neighbor, etc.
4. **Bed mobility:** How the client moves to and from a lying position, turns side to side, and positions his/her body while in bed, in a recliner, or other type of furniture.
5. **Transfer:** How the client moves between surfaces, (e.g., to/from bed, chair, wheelchair, or standing position). Transfer does not include how the client moves to/from the bath, toilet, or vehicle.
6. **Eating:** How the client eats and drinks, regardless of skill. Eating includes any method of receiving nutrition, (e.g., by mouth, tube, or intravenously).
7. **Toilet use:** How the client uses the toilet room, commode, bedpan, or urinal, transfers on/off toilet, cleanses, changes pad, manages ostomy or catheter, and adjusts clothes accordingly.
8. **Dressing:** How the client puts on, fastens, and takes off all items of clothing, including donning/removing prosthesis.
9. **Personal hygiene:** How the client maintains personal hygiene, including combing hair, brushing teeth, shaving, applying makeup, washing/drying face, hands (including nail care), and perineum (menses care). Personal hygiene does not include hygiene in baths and showers.
10. **Bathing:** How the client takes a full-body bath/shower, sponge bath, and transfers in/out of the tub/shower.

First Choice In-Home
HC FORM – Client – 220. Meaning of ADL's & IADL's

“Instrumental activities of daily living (IADL)” means routine activities performed around the home or in the community and includes the following:

1. **Meal preparation:** How meals are prepared (e.g., planning meals, cooking, assembling ingredients, setting out food, utensils, and cleaning up after meals).
2. **Ordinary housework:** How ordinary work around the house is performed (e.g., doing dishes, dusting, making bed, tidying up, laundry).
3. **Essential Shopping:** How shopping is completed to meet the client's health and nutritional needs (e.g., selecting items). Shopping is limited to brief, occasional trips in the local area to shop for food, medical necessities and household items required specifically for the client's health, maintenance, or well-being. This includes shopping with the client or for the client.
4. **Transportation: Travel to medical services/Travel to Essential Shopping:** How the client travels by vehicle to a physician's office or clinic in the local area to obtain medical diagnoses or treatment-includes the client driving the vehicle, the client traveling as a passenger in a car, bus, or rideshare vehicle and transportation to essential shopping.
5. **Medication management:** Describes the amount of assistance, if any, required to receive medications, over the counter preparations, or herbal supplements.



First Choice In-Home Care

Time and Task Sheet Instruction Aide

First Choice In-Home Care, Inc.

Write Client Name Here

Write Your Name Here

Write the current month and year

These Numbers are the days of the month

This is your shift START TIME and should be the SAME time you called-in

This is your shift END TIME and should be the SAME time you called-out

Write total monthly work hours here

If you work split shifts (two shifts) with one Client, use boxes in these columns to record START and END time for your second shift.

Write the total hours worked each shift

Have Client initial here at the end of each shift to verify your reported work activities. Client Must Initial After Each Work Shift.

For EACH shift worked for Client, mark all personal care tasks completed with an "X", or mark an "R" for tasks refused by Client or not completed. This is how we know what care tasks you perform each work shift.

End of Month Time & Task Sheet Submission:

Submit Time & Task Sheets by the 1st day of the next month. Drop document off at our office or email to Payroll: Payroll@fcihc.com

PERSONAL CARE TIME & TASK SHEET							
Client's Name:							
Home Care Aide's Name:							
Month Reporting:	Year Reporting:						
Date	Time In 1	Time Out 1	Time In 2	Time Out 2	Total Hours	Client Initials	Office Use
1							
2							
3							
4							
5							
6							
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30							
31							
Total Hours							

PERSONAL CARE TIME & TASK SHEET																							
ADL's No. 1 - 10	Ambulation	Bed Mobility	Transfers	Eating	Toilet Use	Dressing	Personal Hygiene	Bathing	Application of Lotion	Footcare (Non-Diabetic)	Hand Care	Medication Assistance	Meal Preparation	Ordinary Housework	Essential Shopping	Transportation to Medical	Nurse Delegated Care	Range of Motion	Turn and Reposition	Telephone Use	Behavioral Support	Protective Supervision	Vital Signs
1																							
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PERSONAL CARE TIME & TASK SHEET ONLY - Do not use for Respite Hours	
Authorized Client Signature:	Home Care Aide's Signature:
NOTICE: Time & Task Sheets must be received by the 1st day of each month. Time & Task Sheets can be dropped off, mailed, or faxed. For each shift, a box for each activity must be marked with an "X" for each task completed or an "R" for each task refused during the shift. Initials must be provided at the end of each shift and clock-out time.	

Office Address, for submission via drop-off OR submission via mail:
 15015 Main St, Suite 209
 Bellevue, WA 98007

For submission via email, send to: Payroll@fcihc.com
 For submission via fax, fax to: 425-562-2537 or 253-926-2231

Have Client sign here at the end of each month to certify your reported work activities

Sign Your Name at the end of each month to certify your reported work activities

First Choice In-Home Care, Inc.

PERSONAL CARE TIME & TASK SHEET

Client's Name:

Home Care Aide's Name:

Month Reporting:

Year Reporting:

Date	Month Reporting:		Year Reporting:		Total Hours	Client Initials	Office Use
	Time In 1	Time Out 1	Time In 2	Time Out 2			
1							
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Total Hours →

Office Address, for submission via drop-off OR submission via mail:
555 S. Renton Village Pl. Ste. 300
Renton, WA 98057

For submission via email,
send to: Payroll@fcihc.com
For submission via fax, fax
to: 425-562-2537 or
253-926-2231



PERSONAL CARE TIME & TASK SHEET

ADL's No. 1 - 10	Ambulation	Bed Mobility	Transfers	Eating	Toilet Use	Dressing	Personal Hygiene	Bathing	Application of Lotion	Footcare (Non-Diabetic)	Hand Care	Medication Assistance	Meal Preparation	Ordinary Housework	Essential Shopping	Transportation to Medical	Nurse Delegated Care	Range of Motion	Turn and Reposition	Telephone Use	Behavioral Support	Protective Supervision	Vital Signs
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

PERSONAL CARE TIME & TASK SHEET ONLY - Do not use for Respite Hours

Authorized Client Signature:

Home Care Aide's Signature:

NOTICE: Time & Task Sheets must be received by the 1st day of each month. Time & Task Sheets can be dropped off, mailed to either office location, emailed, or faxed. For each shift worked, place an "X" in each task box for each authorized task completed during the shift or an "R" for each authorized task the Client refused during the shift. The Client MUST initial the clock-in and clock-out times for each shift worked and the Client and Home Care Aide MUST sign the Time & Task Sheet.



First Choice In-Home Care

Emergency Contact List

For Clients of First Choice In-Home Care:

Please complete the Emergency Contact List so that in the event of an emergency, your home care aide will know who to contact.



**Remember, in the event of an
Emergency call **911 FIRST****

Client's Telephone Numbers:	Home: _____ - _____ - _____ Cell: _____ - _____ - _____
Client's Address: Include street, apartment numbers and zip code	
Nearest Cross Streets and landmarks (apartment name, house color, etc.)	
Client's physician and nearest hospital	Physician _____ Hospital _____ Phone _____ Phone _____
Client's Family Members	Name: _____ Phone: _____ Name: _____ Phone: _____ Name: _____ Phone: _____

**First Choice In-Home Care Staff can be contacted by calling 1-877-747-5090
King County 425-747-5000 - Pierce County 253-926-2230 - Snohomish County 425-741-0070**

Communicating With First Choice In-Home Care

If you have internet access the best way to communicate with us, other than by telephone, is by using our Web Site - www.fcihc.com
our Toll Free Number is **1-877-747-5090**

First Choice In-Home Care Blog



Forging A Partnership That Ensures Quality Home Care

Apr 13, 2016 9:00:00 AM / by First Choice posted In In-Home Health Care, Caregiver 0 Comments

If you are the primary caregiver for a loved one, you understand the stresses and hardships that come with your responsibilities.

Intellectually, you may know that you need some help to handle the load.

However, it may be an emotional struggle for you to think of relegating some of your loved one's care to a professional caregiver. It is even possible that you feel that doing so indicates a personal failure of some sort.

Rest assured, however, that seeking help to handle your loved one's needs indicates, not failure, but love on your part. The reality is that, despite the best intentions of family and friends of those who require help, a professional caregiver may be able to offer your loved one a level of care that exceeds what you are able to do alone.

[Read More →](#)



In Home Care Can Help You Find a Balance in Your Life

Apr 5, 2016 4:30:00 PM / by First Choice posted In In-Home Health Care, Balance 0 Comments

Here is the unvarnished truth. Caregiving is hard. If you are the primary caregiver for an aged loved one, your caregiving responsibilities likely impact your physical and emotional health, your career, your personal finances, and your relationships with others.

[Read More →](#)

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Forging A Partnership That Ensures Quality Home Care
posted at Apr 13, 2016



In Home Care Can Help You Find a Balance in Your Life
posted at Apr 5, 2016



Providing Care To Your Family Member: A Rewarding and Challenging Task
posted at Mar 24, 2016



Finding the Right Home Health Care for Your Special Needs Child
posted at Mar 15, 2016



Traumatic Brain Injuries
posted at Mar 10, 2016

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- Finding the Right Home Health Care for Your Special Needs Child
- Traumatic Brain Injuries
- 4 Reasons to Get In Home Care for Your Aging Loved One

Our Web Site has many interesting and helpful tools.

Find us on the Web at WWW.FCIHC.com

We Update our Web Site Every Week!

We update our web site weekly so there is always new and relevant information that you will find useful...

CALL US

Talk with Us 24/7 1-877-747-5090



First Choice In-Home Care

Care You Can Trust

Since 1999

HOME

SERVICES ▾

ABOUT FIRST CHOICE ▾

LOCATIONS

CAREERS ▾

CONTACT ▾

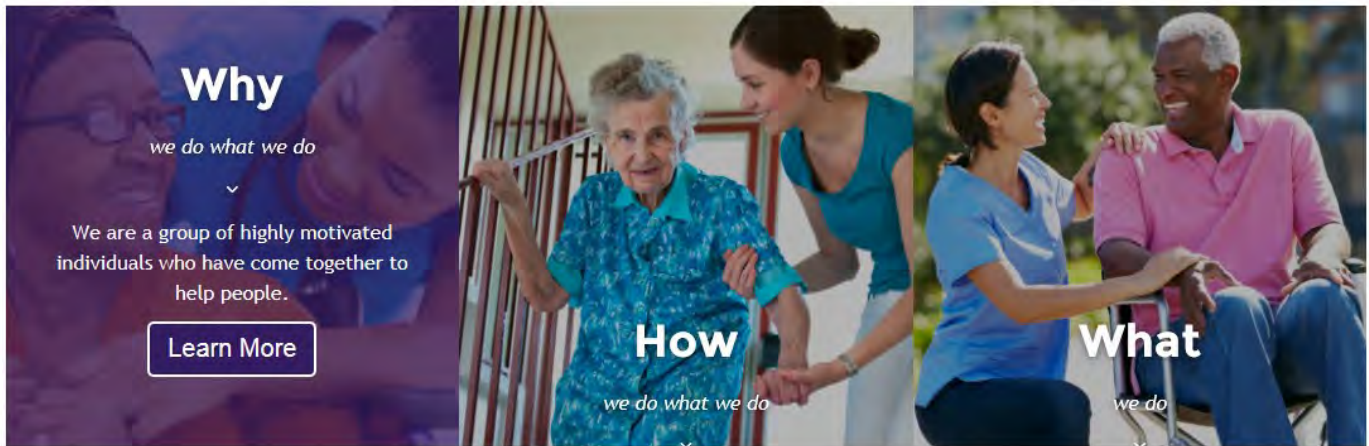
BLOG

EMPLOYEES

CLIENT LOGIN

Providing in-home personalized care services & assistance

In Pierce, King and Snohomish Counties



Specialized Care Services

First Choice In-Home Care provides compassionate support and personalized care services in the comfort of your own home and in your community. We'll work with you to understand your specialized needs and then establish personalized services tailored specifically to your age, physical condition or cognitive abilities. We can assist those recovering from illness, injury or surgery, living with a chronic disability or navigating the natural process of aging. We are able to provide personal care, homemaking, respite, companion and many other care services in your home, at the hospital, within a permanent or temporary care facility and other places of residence.

[Learn More >](#)

I am very thankful to First Choice for providing quality care providers for my disabled daughter. The Supervisors have always had high standards about their care providers and have always tried their best to find us care. Thank you.

Carmine W.
- Mother of Client



CALL US

Talk with Us 24/7 1-877-747-5090



First Choice In-Home Care

Care You Can Trust
Since 1999

HOME SERVICES ▾ ABOUT FIRST CHOICE ▾ LOCATIONS CAREERS ▾ CONTACT ▾ BLOG EMPLOYEES CLIENT LOGIN

Daily Personal Care

The majority of our clients choose First Choice In-Home Care for personal care and day-to-day activity support services. These services include preparing daily meals, housekeeping and maintenance chores in addition to assistance with daily living activities such as bathing, hygiene support, grooming, feeding, toileting, transferring and ambulation.



Overnight Care

We provide support to individuals needing assistance throughout the night, including assistance going to bed, toileting, catheter care, personal hygiene, medication management, wound and skin care and other skilled tasks. Caregivers are awake all night and are available to assist with after bedtime transfers, toileting and redirection of confused, agitated or wandering behaviors.



Homemaking

Assuring that the tasks necessary for the upkeep and cleanliness of the home is critical to health, wellness and safety. Homemaking tasks can include: Meal Planning and Preparation (grocery shopping, meal preparation, monitoring diet and food intake, preparing future meals and clean-up); Errands (picking up prescriptions, gathering mail and general shopping); Light Housekeeping (assistance with laundry, changing linens, taking out trash, dusting, vacuuming, mopping, caring for houseplants and general cleaning).



Companionship and Transportation

Companionship and Transportation services include accompaniment to events, non-emergency medical and dental appointments, shopping for meals and household items and completing general errands. We can prepare you and/or accompany you for an outing to a movie or a restaurant; assist with letter writing and participate in game and card playing; reading or general conversation. First Choice In-Home Care is dedicated to assuring our clients health and safety, medical and emotional needs are met on a daily basis. Our Caregivers are also licensed and insured drivers and pick-up and drop-off services can also be provided.



Post-hospitalization Care & Support

Care and support to individuals recovering from general or orthopedic surgery. Our dedicated and respectful professionals provide a range of customized services to assist during the critical first weeks after surgery, when rest is most important and privacy is most valued. We work with the patient, family members and physicians, offering highly personalized care and support, transportation, homemaking and companion services. Our services enable recovering individuals to rest, limit activities that might slow recovery and protect privacy and dignity while allowing time to heal.



Care for our Veterans

You served our county proudly and we are here to serve you. First Choice In-Home Care is contracted with the Puget Sound Veterans Administration to provide skilled home care services to our veterans who are in need of assistance with activities of daily living including shopping, cleaning, meal preparation, bathing, dressing and other essential activities.



Give us a call. We're here to help.

Care You Can Trust Since 1999



Email us:

info@fcihc.com
support@fcihc.com



Call us:

425-747-5000
8:30 am-5 pm (PST) 7 Days a Week



Find us:

555 S. Renton Village Place
Suite 300
Renton, WA 98057


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Our Locations

On the Locations menu item you can find our office addresses and our office hours and utilize our easy maps for driving directions.

CALL US
Talk with Us 24/7 1-877-747-5090



First Choice In-Home Care
Care You Can Trust
Since 1999

HOME SERVICES ▾ ABOUT FIRST CHOICE ▾ LOCATIONS CAREERS ▾ CONTACT ▾ BLOG EMPLOYEES CLIENT LOGIN

Our Locations

We're never too busy to talk to someone as nice as you.

Office Hours:

Monday through Friday 8:30am to 5:00pm
Saturday and Sunday 8:30am to 5:00pm

Please note that our Saturday and Sunday office hours are for emergency needs only.

King County Office

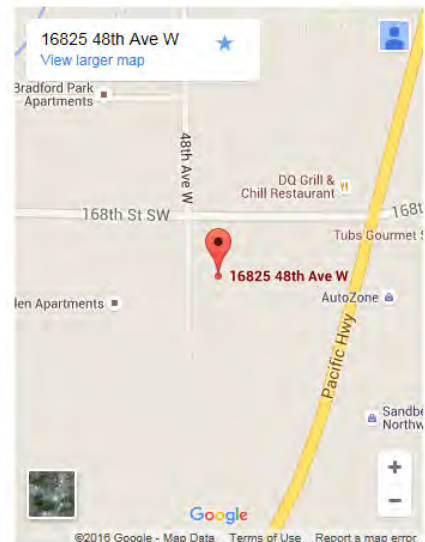
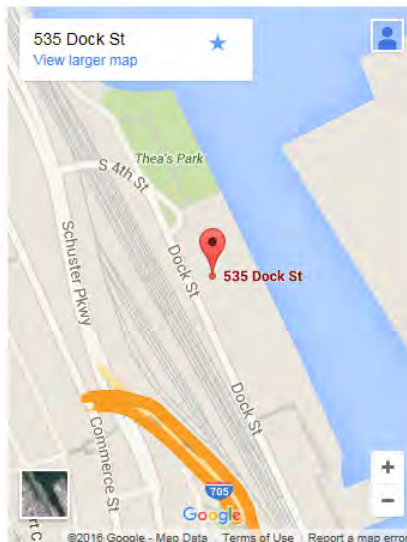
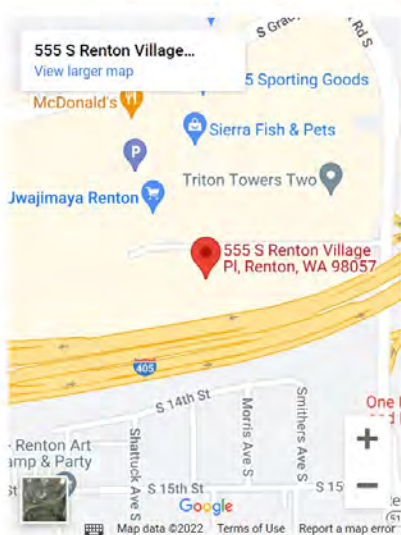
555 S. Renton Village Place
Suite 300
Renton, WA 98057
Tel: 425-747-5000
Fax: 425-562-2537
Toll Free: 1-877-747-5090

Pierce County Office

535 Dock Street,
Suite 200
Tacoma, WA 98402-4604
Telephone: 253-926-2230
Fax: 253-926-2231
Toll Free: 1-877-747-5090

Snohomish County

16825 48th Avenue West,
Suite 131
Lynnwood, WA 98037
Telephone: 425-741-0070
Fax: 425-741-0071
Toll Free: 1-877-747-5090



Proudly serving Pierce, King and Snohomish Counties