IMPORTANT: CALL YOUR SUPERVISOR IF...

- If there is NO PPOC in the patient's home –
 you MUST call your Supervisor immediately!
- If the PPOC needs to be updated due to changes in the patient's condition – call your Supervisor!
- If you are unable to follow the PPOC call your Supervisor.
- Only tasks listed in the PPOC are permitted; do not complete any tasks not listed in the PPOC. If the patient asks for tasks not listed in the PPOC –call your Supervisor!

HHA Supervisor Number: **212-609-4442**

If the patient refused a task, then enter "Star" (*) followed by the Task ID to log a Refused Task



220 East 42nd Street, New York, NY 10017 www.partnersincareny.org



THE PARAPROFESSIONAL PLAN OF CARE (PPOC) GUIDE FOR HOME HEALTH AIDES



THE PPOC – ALSO KNOWN AS THE "PLAN OF CARE" OR "CARE PLAN" – IS EXTREMELY IMPORTANT. HERE'S WHY:

- You provide tasks as ordered by the RN and you **should not** provide any tasks that are not listed in the PPOC.
- Compliance with the tasks in the PPOC is a New York State Department of Health requirement.
- Maintaining current documentation means keeping a record of everything done and observed during a patient visit.
- Careful and accurate documentation is important for these reasons:
 - Documentation provides an up-to-date record of the status and care of your patient.
 - It is the only way to guarantee clear and complete communication between all the members of the care team.
 - Documentation is a legal record.
 - Documentation helps protect you and Partners in Care from liability by proving what you did during every visit.

Remember: If you didn't write it, you didn't do it.

YOU MUST FOLLOW THE WRITTEN PARAPROFESSIONAL PLAN OF CARE (PPOC) FOR YOUR PATIENT. THIS MEANS...

- If the PPOC states that the patient needs assistance with a shower, then the patient should **NOT** be given a tub bath.
- Enter "Star" (*) followed by the Task ID to log a Refused Task and contact your supervisor to report patient's refusal.
- If the PPOC states mouth care, then mouth care MUST be provided per the frequency of the order. For example, once a day for seven days (1X7).

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