

Interim
HEALTHCARE®
STANDARDS OF PRACTICE

At Interim HealthCare we believe that the following standards help to ensure safe, appropriate and quality care of our patients and clients. All Interim HealthCare Home Care services are provided in accordance with these standards.

1. We adhere to the Interim HealthCare Code of Ethics and the Statement of Patient/Client Rights and Responsibilities.
2. Services are available 24 hours a day, 7 days per week, including holidays.
3. We act in compliance with federal, state and local law and regulation.
4. We carry professional liability, workers compensation and fidelity bonding insurance for our employees.
5. Each applicant accepted for employment meets Interim HealthCare standards for experience and training and any higher standard provided by the federal or state government.
6. Each applicant is personally interviewed and reference-checked prior to employment.
7. The licenses, registrations and other credentials of each employee are verified prior to employment and as applicable thereafter.
8. All employees who provide services are oriented to Interim HealthCare policies and procedures; job responsibilities; safety measures and emergency procedures; as well as the scope of care provided to each patient/client, their health status and needs, and the goals of that service.
9. The skills and abilities of employees are matched to the specific needs of the persons we care for.
10. Each employee is evaluated in accordance with his or her assigned job responsibilities and Interim HealthCare policies and procedures, applicable law or regulation and standards of practice.
11. All patients/clients have a current plan that reflects their assessed needs, our services in responses to those needs, and the goals of our services successfully delivered.
12. An appropriately qualified employee is available to consult with the patient, client or family members and to supervise assigned employees.
13. Qualified employees assess the needs of all patients or clients during a home visit at a regular interval in accordance with law, regulation, or a significant change in the status of the patient or client.
14. Each Interim HealthCare office monitors the satisfaction of patients, clients or their families on an ongoing basis, as well as the quality of service to constantly identify ways to improve services to our patients and clients.