



The book was found

# Home Health Aide On-the-Go In-Service Lessons: Vol. 3, Issue 5: Patient Complaints



## Synopsis

This lesson on Patient Complaints includes a complete training packet. Each in-service packet takes approximately one hour to complete and fully meets the Medicare in-service training requirements. As aides need training, you can make as many copies as you want - there s no restriction when used with aides assigned from your office location. Remember that Home Health Aides must have 12 hours of in-service training every year. LESSON OBJECTIVES After completion of this program, the home health aide will be able to: List two reasons patient complaints are significant Name two types of complaints patients may discuss with home health aides Describe the actions to take when a patient complains, and State the purpose of the toll-free hotline number. LESSON OVERVIEW Home health aides typically spend more time with patients than do other providers and their interaction is somewhat less formal. For those reasons, patients often discuss concerns about the agency with the aides. Aides are not likely to report such concerns if they fail to recognize the serious nature of them. The result can be an unhappy patient who calls the state to register a formal complaint against the agency. The patients rights section of the Conditions of Participation indicate that each patient has a right to voice grievances and must not be subjected to discrimination for doing so. Further, the homecare agency must investigate any patient complaints, documenting both the existence and resolution of the complaint. The Health Insurance Portability and Accountability Act (HIPAA) added new requirements for patients rights related to confidentiality, including another avenue for filing complaints against a homecare agency. The purpose of this in-service is to provide additional information to home health aides regarding patient complaints - how to recognize them, and what to do about them.

## Book Information

Ring-bound: 12 pages

Publisher: Beacon Health; LsIf edition (December 31, 2007)

Language: English

ISBN-10: 1601464975

ISBN-13: 978-1601464972

Product Dimensions: 10.6 x 9 x 0.1 inches

Shipping Weight: 3.2 ounces (View shipping rates and policies)

Average Customer Review: Be the first to review this item

Best Sellers Rank: #2,128,250 in Books (See Top 100 in Books) #54 inÂ Books > Textbooks >

Medicine & Health Sciences > Medicine > Clinical > Home Care #189 inÂ Books > Medical Books

> Medicine > Home Care

[Download to continue reading...](#)

Home Health Aide On-the-Go In-Service Lessons: Vol. 3, Issue 5: Patient Complaints Home Health Aide On-the-Go In-Service Lessons: Vol. 8, Issue 4: Caring for the Obese Patient Home Health Aide On-the-Go In-Service Lessons: Vol. 10, Issue 5: Safety with ADLs Residential Inspector's Guide to Codes, Forms, & Complaints (Residential Inspector's Guide to Codes, Forms, and Complaints) Next Generation SOA: A Concise Introduction to Service Technology & Service-Oriented (The Prentice Hall Service Technology Series from Thomas Erl) Homemaker Home Health Aide Being a Homemaker / Home Health Aide: Student Workbook The Home Health Aide Handbook, 3e Legal and Ethical Issues for Mental Health Clinicians: Best Practices for Avoiding Litigation, Complaints and Malpractice Mosby's Textbook for the Home Care Aide Workbook for Mosby's Textbook for the Home Care Aide, 3e An Introduction to Nursing Assisting: Building Language Skills (Home Care Aide) Feng Shui: Wellness and Peace- Interior Design, Home Decorating and Home Design (peace, home design, feng shui, home, design, home decor, prosperity) Home Security: Top 10 Home Security Strategies to Protect Your House and Family Against Criminals and Break-ins (home security monitor, home security system diy, secure home network) MASON JAR RECIPES BOOK SET 5 book in 1: Meals in Jars (vol.1); Salads in Jars (Vol. 2); Desserts in Jars (Vol. 3); Breakfasts in Jars (Vol. 4); Gifts in Jars (Vol. 5): Easy Mason Jar Recipe Cookbooks A Victim No More: Overcoming Irritable Bowel Syndrome: Safe, Effective Therapies for Relief from Bowel Complaints The Essential Guide to Workplace Investigations: How to Handle Employee Complaints & Problems Pleading Your Case: Complaints and Responses Dental Management of the Medically Compromised Patient - Pageburst on VitalSource (Little, Dental Management of the Medically Compromised Patient) The Sleeved Life: A Patient-to-Patient Guide on Vertical Sleeve Gastrectomy Weight Loss Surgery

[Contact Us](#)

[DMCA](#)

[Privacy](#)

[FAQ & Help](#)