

GUIDELINES FOR PCA

1. The PCA will follow the plan of care provided by the nurse manager. PCA will not administer any medications by mouth, subcutaneously, intravenously or intramuscularly. However, PCA may cue or remind clients to take medications.
2. The PCA is subjected to informed and uninformed supervisory visits by either the case manager or the nurse.
3. The PCA will provide services to the client as detailed on the plan of care.
4. The PCA will complete documentation daily prior to completing the visit.
5. The PCA will not falsify documentation.
6. The PCA will submit weekly timesheets signed by the client at each visit to the office every Monday.
7. The PCA will wear their badge at all times while servicing the client. Contact HR/office immediately in case of a lost/misplaced badge.
8. The PCA will maintain professional attire; wearing clean and ironed scrubs during work hours and closed toe shoes.
9. The PCA will not accept payment, gifts or tips from the client.
10. The PCA will not take any clients' belongings.
11. The PCA will have a respectable and pleasant attitude at all times.
12. The PCA will not transport the client in their own vehicle.
13. The PCA will provide the receipt of items purchased to the client when sent to purchase items (medications/ groceries).
14. If the PCA wants to be removed from a case, He/she will give the office a week to make the change.
15. The PCA will alert the Case Manager and/or the agency as soon as possible when he/she is not able to make it for a scheduled shift for any reason.
16. The PCA will notify the Case Manager or Agency if there are any questions, complaints or problems concerning the client being serviced.
17. The PCA will call Case Manager and/or the agency if the patient is hospitalized or on MLOA (medical leave of absence).
18. The PCA will not enter, work or remain at the client's house while the client is not present.
19. The PCA will not lend money nor take money from the client for personal use.
20. The PCA will not do any banking or financial management for the client.
21. The PCA will not eat at the client's house.
22. The PCA will not bring guests or children into the client's home.
23. The PCA will not watch television, read, chat on the phone, or do their own work while in the client's home.
24. The PCA will not smoke in the client's home. The PCA will not report to work intoxicated with drugs or alcohol.

25. The PCA will maintain **HIPAA** at all times. PCA will not discuss client information with anyone who does not have the need to know.
26. The PCA shall lock all client medications in the trunk of their car when they pick up clients medications from the pharmacy
27. The PCA will follow appropriate steps when a client misses a scheduled visit without explanation or appropriate prior notification to the home care agency.
 - Knock loudly on client's door three times
 - Call the client's apartment or phone
 - If no response from the client, the PCA should notify his/her supervisor/case manager.
 - If it is after hours or a holiday, the PCA should call the on call Nurse by dialing the main number 774-776-2623.
 - If there is reason to believe there is an emergency, the PCA is to DIAL 911 IMMEDIATELY

Employee Name

Employee Signature:

Date:
