

Primex Healthcare Services Inc.

Employee Orientation Manual

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Approved by: Administrator & Compliance Officer

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Employee Orientation Manual

Primex Healthcare Services Inc.

1. General Agency Orientation

MISSION STATEMENT & VISION

At Primex Healthcare Services Inc., our mission is to provide compassionate, high-quality, and patient-centered home healthcare that promotes independence, dignity, and overall well-being.

We are committed to enhancing the quality of life for our patients by delivering personalized, evidence-based care through a team of dedicated and skilled healthcare professionals.

Skilled Nursing & Home Health Aide Services

Skilled Nursing Services (Allowed)

Home Health Agencies (HHAs) may provide part-time, medically necessary skilled nursing to support recovery and independence at home.

Wound care (surgical, pressure ulcers)

Medication management (injections, IV therapy, patient/caregiver education)

Observation & assessment (chronic conditions such as CHF, COPD, diabetes)

Patient/caregiver teaching (equipment use, self-care tasks)

Catheter and ostomy care

Pain management & palliative support

Venipuncture (blood draws, when part of a broader plan of care)

Prohibited / Not Covered

24-hour continuous care at home

Custodial care only (bathing, dressing, companionship)

Homemaker services (cleaning, cooking, shopping)

Services not requiring professional skill

Services for patients who are not homebound

Key Point: Home health provides short-term, intermittent, skilled services. Continuous, round-the-clock care is delivered in Skilled Nursing Facilities (SNFs).

Home Health Aide (HHA) Services

HHA services assist with personal care (bathing, grooming, mobility) but are only covered when combined with a skilled service.

Requirements:

Included in a physician-approved plan of care

Supervised by a registered nurse (RN) or therapist

Aide must document services and report changes

Services are bundled under Medicare's 30-day payment model (not billed separately)

I acknowledge that I have reviewed and understood the summary of Skilled Nursing & Home Health Aide Services.

2) Regulatory Compliance

Medicare Conditions of Participation (CoPs)

Primex Healthcare Services Inc.

As a Medicare-certified Home Health Agency (HHA), Primex Healthcare Services must follow the Medicare Conditions of Participation (CoPs). These are federal regulations that set the minimum standards of care we must meet to ensure patient safety, quality, and compliance.

Key Points for Employees

Patient Rights

We must protect the dignity, privacy, and rights of every patient, including the right to be informed about care and to make choices.

Skilled, Medically Necessary Care

Services we provide must be ordered by a physician, medically necessary, and documented in the patient's Plan of Care (POC).

Comprehensive Assessments

We complete a thorough patient assessment (OASIS) at admission and update it regularly to guide care planning.

Care Planning & Coordination

All care is delivered according to a physician-approved Plan of Care and coordinated across the care team.

Quality & Safety

We maintain a Quality Assurance and Performance Improvement (QAPI) program, infection control, and emergency preparedness to protect patients and staff.

Personnel Qualifications

All staff must meet federal and state licensure/competency standards and maintain professional accountability.

Clinical Records

Accurate, timely, and complete documentation is required for every patient encounter.

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I acknowledge that I have reviewed and understood the summary of the Medicare Conditions of Participation (CoPs).

Medicare CoPs & California Title 22

Primex Healthcare Services Inc. – Employee Orientation

As a licensed and Medicare-certified Home Health Agency (HHA), Primex Healthcare Services must comply with both federal and state regulations. These rules ensure quality care, patient safety, and legal compliance.

1. Medicare Conditions of Participation (CoPs)

Federal regulations that all HHAs must follow:

Patient Rights – Respect privacy, dignity, and the right to make informed choices.

Skilled, Medically Necessary Care – Only provide services ordered by a physician and supported by a Plan of Care (POC).

Assessments & Care Planning – Complete OASIS assessments and follow the POC approved by the physician.

Quality & Safety – Maintain QAPI program, infection control, and emergency preparedness.

Qualified Personnel – Staff must meet licensure, competency, and training requirements.

Clinical Records – Documentation must be accurate, timely, and complete.

2. California Title 22 – Home Health Agencies

State regulations that apply specifically to HHAs in California:

Licensure – Primex must maintain a valid California HHA license.

Governing Body – Responsible for agency direction, compliance, and quality oversight.

Administrator & DPCS – Must meet qualifications and ensure staff competency and supervision.

Patient Care Standards – Care must be safe, effective, and consistent with physician orders.

Personnel Requirements – Criminal background checks, health screenings (including TB), and documented orientation for all staff.

Policies & Procedures – Agency must maintain written policies on patient care, safety, infection control, and emergencies.

Records & Reports – Maintain accurate patient, personnel, and agency records available for state review.

HIPAA Compliance

Primex Healthcare Services Inc.

The Health Insurance Portability and Accountability Act (HIPAA) is a federal law that protects patient privacy and ensures the confidentiality, integrity, and security of health information. All Primex staff must follow HIPAA rules in every aspect of care.

Key Employee Responsibilities

1. Patient Privacy & Confidentiality

Never share patient information with anyone who is not authorized.

Only access information needed to perform your job ("minimum necessary rule").

Discuss patient information privately, never in public areas.

2. Protected Health Information (PHI)

PHI includes any information that can identify a patient (name, address, phone, medical record number, diagnosis, insurance, etc.) in any form (paper, electronic, verbal).

3. Security of Records

Keep charts, laptops, and devices secure at all times.

Use passwords and never share login credentials.

Report lost or stolen devices immediately.

4. Communication

Fax and email PHI only through secure, approved methods.

Verify recipient information before sending PHI.

Shred or securely dispose of documents containing PHI.

5. Reporting Violations

Report suspected HIPAA breaches immediately to your supervisor or the Compliance Officer.

Failure to comply can result in disciplinary action, fines, or termination.

Why This Matters

HIPAA protects patients' trust, ensures compliance with federal law, and protects Primex from serious penalties. Every employee is personally responsible for safeguarding patient information.

Sexual Harassment Prevention Training

Primex Healthcare Services Inc.

Primex Healthcare Services is committed to providing a safe, respectful, and professional work environment free from harassment and discrimination.

What is Sexual Harassment?

Sexual harassment includes unwelcome conduct based on sex, gender, gender identity, or sexual orientation. Examples:

Unwanted sexual advances or requests for favors

Offensive jokes, comments, or gestures of a sexual nature

Displaying or sharing offensive materials

Retaliation for rejecting advances or reporting misconduct

California Requirements

All employees must receive sexual harassment prevention training.

Supervisors/Managers: 2 hours of training every 2 years.

Non-supervisory employees: 1 hour of training every 2 years.

Training must cover prevention, reporting, retaliation, and responsibilities.

Employee Responsibilities

Treat everyone with respect — no offensive jokes, comments, or behaviors.

Speak up if you experience or witness harassment.

Report concerns immediately to your supervisor, HR, or the Compliance Officer.

Cooperate with investigations — retaliation against anyone who reports harassment is prohibited.

Reporting

Reports can be made to:

Primex Compliance Officer (confidential)

California Civil Rights Department (CRD)

U.S. Equal Employment Opportunity Commission (EEOC)

Why This Matters

Protects employees and patients

Complies with California law and Title 22 personnel standards

Creates a professional, safe workplace

2. Patient Rights & Responsibilities

Patient Rights

Patients have the right to:

Respect & Dignity – Receive care free from abuse, neglect, or discrimination.

Privacy & Confidentiality – Protection of personal and health information (HIPAA).

Informed Consent – Be informed about their condition, plan of care, and any changes.

Participation in Care – Take part in decisions about treatment and services.

Refuse Treatment – Decline care, within the limits of the law.

Complaint Process – Voice concerns or file complaints without fear of retaliation.

Advance Directives – Be informed of their right to make decisions about care, including advance healthcare directives.

Safe Environment – Receive services in a safe setting, free from hazards.

Access to Records – Review their clinical record upon request.

Patient Responsibilities

Patients are expected to:

Provide Accurate Information – Share complete and truthful health information.

Follow the Care Plan – Participate in treatment and follow physician instructions.

Respect Staff & Property – Treat caregivers and agency property with courtesy.

Communicate Changes – Notify the agency of changes in condition, address, or insurance.

Meet Financial Obligations – Provide insurance details and make payments when required.

Why This Matters

Protecting patient rights is required by law, ensures quality care, and helps build trust between patients, caregivers, and the agency.

Complaints and Grievance procedures

Purpose

To ensure that all complaints and grievances submitted by patients, caregivers, or their representatives are addressed respectfully, promptly, and in accordance with CHAP, CDPH, and applicable regulations.

Your Rights as a Patient

As a patient of Primex Healthcare Services Inc., you have the right to:

Express concerns about your care or services without fear of retaliation.

File a complaint verbally or in writing.

Receive a timely investigation and resolution.

Appeal if you are not satisfied with how your concern is handled.

What You Can Report

You may file a complaint if you experience any of the following:

Delayed, inappropriate, or inadequate care or services

Verbal, physical, emotional, or sexual abuse

Neglect, theft, or misuse of property

How to Report a Complaint

Internal Contact: Sia Komba, Administrator or Ifeoma Nwachukwu, RN, DPCS 910 Monterey Street, Suite 206, Hollister, CA 95023 Phone: 831-297-7112 Email: cs@primexhealth.com

External Reporting Options:

CHAP (Community Health Accreditation Partner) Phone: 1-800-656-9656 Email: complaints@chapinc.org Website: <https://chapinc.org/complaints>

California Department of Public Health (CDPH) Phone: 408-277-1784 Fax: 408-277-1032 Website: <https://calhealthfind.cdph.ca.gov>

Complaint Form

Please complete the following section if you wish to submit a complaint:

Patient Name: _____

Describe the issue or concern:

Would you like a follow-up regarding this concern? ☒ Yes ☒ No

Preferred method of contact: ☒ Phone ☒ Email ☒ Mail

Representative Name (if applicable): _____

Primex Healthcare Services Inc.

Advance Directives Information

What Are Advance Directives? Advance Directives are legal documents that allow you to express your preferences for medical care in the event that you become unable to communicate your wishes. These documents help guide healthcare providers and loved ones in making decisions that align with your values and desires.

Types of Advance Directives:

Living Will Describes the types of life-sustaining treatment you do or do not want (e.g., CPR, ventilator use, tube feeding) if you are terminally ill or permanently unconscious.

Durable Power of Attorney for Health Care (Health Care Proxy) Designates someone you trust to make healthcare decisions on your behalf if you become unable to make them yourself.

Do Not Resuscitate (DNR) Order A physician-signed order indicating you do not want CPR or advanced cardiac life support if your heart or breathing stops.

Your Rights as a Patient:

You have the right to make decisions about your medical care.

You have the right to accept or refuse treatment.

You have the right to create, modify, or revoke an Advance Directive at any time.

How to Provide Your Advance Directive

Please provide a copy of your current Advance Directive to Primex Healthcare Services Inc. so we may include it in your medical record.

If you do not have an Advance Directive and would like assistance in creating one, our staff will provide resources and support.

☐ I have an Advance Directive and have provided a copy to the agency.

☐ I have an Advance Directive but have not yet provided a copy.

☐ I do not have an Advance Directive and would like more information.

☐ I do not have an Advance Directive and do not wish to receive information at this time.

Patient Name: _____

Staff Name/Title: _____

3. Infection Control

Standard Precautions – Infection Control

Primex Healthcare Services Inc.

Standard Precautions are the minimum infection prevention practices that apply to all patient care, regardless of suspected or confirmed infection status. They protect both staff and patients.

Core Practices

1. Hand Hygiene

Wash hands with soap and water for at least 20 seconds, or use alcohol-based sanitizer before and after patient contact, after removing gloves, and after contact with body fluids.

2. Personal Protective Equipment (PPE)

Use gloves, masks, gowns, and eye protection when exposure to blood, body fluids, or infectious materials is possible.

Remove and dispose of PPE properly after use.

3. Respiratory Hygiene/Cough Etiquette

Cover coughs and sneezes with tissue or elbow.

Provide masks to patients with respiratory symptoms.

4. Safe Injection Practices

Use aseptic technique for injections.

Never reuse needles, syringes, or single-dose vials.

5. Environmental Cleaning & Disinfection

Clean and disinfect frequently touched surfaces and equipment between patients.

6. Sharps Safety

Use puncture-resistant sharps containers.

Never recap, bend, or break used needles.

7. Handling of Patient Care Equipment & Laundry

Use dedicated or disinfected equipment for each patient.

Handle soiled linens carefully to prevent exposure or contamination.

Why This Matters

Required under Medicare CoPs and Title 22.

Prevents spread of infection in home health care.

Protects staff, patients, and families.

I acknowledge that I have reviewed and understood Primex's Standard Precautions for Infection Control.

Hand Hygiene – Infection Control

Primex Healthcare Services Inc.

Proper hand hygiene is the most effective way to prevent the spread of infection in home health care. All staff are required to follow strict hand hygiene practices with every patient encounter.

When to Perform Hand Hygiene

Before & After direct patient contact

Before performing a clean or aseptic procedure (e.g., wound care, catheter care)

After contact with blood, body fluids, secretions, excretions, or contaminated surfaces

After removing gloves or other personal protective equipment (PPE)

Before & After eating or using the restroom

Methods

1. Soap & Water

Wash for at least 20 seconds when hands are visibly soiled or after caring for patients with known infections (e.g., *C. difficile*).

2. Alcohol-Based Hand Sanitizer

Use if hands are not visibly dirty.

Rub until hands are completely dry (at least 20 seconds).

Additional Guidelines

Keep nails short and clean.

Avoid artificial nails or chipped nail polish.

Remove rings or jewelry that may harbor bacteria.

Cover any cuts or abrasions with a bandage.

Why This Matters

Prevents transmission of infection between patients, caregivers, and families.

Required by Medicare CoPs (\$484.70) and California Title 22.

A core element of Standard Precautions

Personal Protective Equipment (PPE) – Infection Control

Primex Healthcare Services Inc.

Personal Protective Equipment (PPE) protects both staff and patients from exposure to blood, body fluids, and infectious agents. Proper PPE use is required under Standard Precautions in all care situations where exposure risk exists.

Types of PPE

Gloves – for contact with blood, body fluids, mucous membranes, or contaminated surfaces.

Masks/Respirators – surgical masks for droplet protection; N95 respirators for airborne infections (fit testing required).

Gowns – when clothing may be exposed to blood, body fluids, or secretions.

Eye/Face Protection – goggles or face shields when splashes or sprays are likely.

When to Use PPE

During wound care, catheter care, or other invasive procedures

When handling soiled linens, dressings, or sharps

When providing care to patients with respiratory symptoms

Whenever exposure to blood, secretions, or potentially infectious material is possible

Donning (Putting On) PPE

Perform hand hygiene

Put on gown

Put on mask/respirator

Put on goggles/face shield

Put on gloves

Doffing (Removing) PPE

Remove gloves

Remove goggles/face shield

Remove gown (pull away from body, avoid touching outside)

Remove mask/respirator

Perform hand hygiene immediately

Additional Guidelines

Use single-use PPE only once; discard properly.

Perform hand hygiene before and after PPE use.

Dispose of PPE in biohazard waste containers as required.

Do not wear PPE outside the patient's care area.

Why This Matters

Prevents spread of infection to patients, caregivers, and families.

Required by Medicare CoPs and Title 22.

Protects staff health and safety.

I acknowledge that I have reviewed and understood Primex's PPE Use policy.

4. Emergency Preparedness

Fire Safety

Primex Healthcare Services Inc.

Primex is committed to ensuring the safety of patients, employees, and property in the event of a fire. All staff must understand and follow basic fire prevention and emergency response procedures.

Fire Prevention

Do not overload electrical outlets or use damaged cords.

Keep flammable materials away from heat sources.

Store oxygen and other medical gases safely and away from open flames.

Follow all smoking restrictions (no smoking near oxygen or agency property).

If You Discover a Fire – Use R.A.C.E.

R – Rescue anyone in immediate danger (only if safe).

A – Alarm by calling 911 and notifying supervisor.

C – Contain the fire by closing doors and windows.

E – Extinguish/Evacuate using the proper fire extinguisher if trained and safe to do so; otherwise, evacuate immediately.

Using a Fire Extinguisher – P.A.S.S.

P – Pull the pin.

A – Aim at the base of the fire.

S – Squeeze the handle.

S – Sweep side to side.

In the Patient's Home

Identify exits and safe routes upon arrival.

Keep equipment and bags clear of pathways.

Assist patient/family with evacuation if safe to do so.

Call 911 immediately.

Employee Responsibilities

Know where fire extinguishers are located (office and during home visits).

Report fire hazards to your supervisor.

Participate in annual fire safety training and drills.

Why This Matters

Required under Medicare CoPs (Emergency Preparedness) and Title 22.

Protects patient and staff safety.

Reduces risk of injury, property loss, or death.

Disaster Response Plan

Primex Healthcare Services Inc.

Primex Healthcare Services maintains a Disaster Response Plan to protect patients, staff, and operations during emergencies. All employees must understand their roles and responsibilities.

Types of Disasters

Natural: earthquakes, floods, wildfires, severe storms

Man-Made: power outages, hazardous material spills, workplace violence

Public Health: pandemics, infectious disease outbreaks

Employee Responsibilities

Know the Plan: Review Primex's Emergency Preparedness & Business Continuity Plan.

Communication: Keep supervisor and patients informed; follow the communication tree.

Patient Safety:

Assess patient needs and risk level (high-risk patients may need priority support).

Ensure patients know how to contact the agency during an emergency.

Personal Preparedness: Be ready to report to duty if safe, or provide telephonic support if unable to travel.

Key Procedures

Evacuation: Follow evacuation routes; assist patients if safe to do so.

Shelter-in-Place: Stay indoors, close windows, shut off ventilation if needed.

Medical Equipment & Supplies: Ensure continuity of critical care (oxygen, medications).

Documentation: Record all patient interactions and care provided during the disaster.

Communication Plan

Primary method: Agency phone line & patient emergency contacts

Backup: Mobile phones, text messaging, email

Emergency reporting: Notify Administrator/DPCS immediately of patient issues or safety risks

Why This Matters

Required by Medicare CoPs & Title 22

Protects patient health and safety during emergencies

Ensures continuity of care and agency compliance

I acknowledge that I have reviewed and understood Primex's Disaster Response Plan.

Final Acknowledgment Checklist

1. General Agency Orientation - Vision & Mission
2. General Agency Orientation - Services Offered
3. General Agency Orientation - Organizational Structure
4. Regulatory Compliance - CMS Conditions of Participation
5. Regulatory Compliance - California Title 22
6. Regulatory Compliance - HIPAA Compliance
7. Regulatory Compliance - Sexual Harassment Prevention Training
8. Patient Rights & Responsibilities - Patient Rights Overview
9. Patient Rights & Responsibilities - Grievance Procedures
10. Patient Rights & Responsibilities - Advanced Directives
11. Infection Control - Standard Precautions
12. Infection Control - Hand Hygiene
13. Infection Control - PPE Use
14. Emergency Preparedness - Fire Safety
15. Emergency Preparedness - Disaster Response Plan

Employee Name:

Signature:

Date: