

A green street sign with white text that reads "Communication". The sign is mounted on a metal pole and is set against a blue sky with light clouds. The sign has a white border and the text is in a bold, sans-serif font.

Communication

October In Service

Teams is our main platform used for communication

- On teams you will find all your patient related information
 - Demographics, Orders, Confirmations, Changes, etc.
- **Please check teams frequently at least once every 24-48 hours. To be sure not to miss any messages.**
- Keep all communication with the Agency staff professional.
- Avoid using all CAPITAL letters in your messages. THIS IS CONSIDERED YELLING
- Allow Agency staff time to respond, Care Coordinators have an average of 150 patients each and spend most of their day on the phone with patients and pharmacies. Messages sent with proper tags will be responded to promptly.
- If an urgent need arises during business hours, please call the office-
 - 704-802-9625



Tagging

Tags let you quickly reach a person or group of people all at once.

Everyone who has been assigned that tag will receive a notification.

How to tag someone - type the @ symbol then start typing the team needed.

Example: @teamhelp-carecoordination for all care coordinators

@teamhelp-Clinical for all clinical help

If a tag works- it will turn purple

Messages sent without the proper tag will go unseen



Messages without proper tags

- If you send a message via Teams without the proper tag, the person you are trying to reach will NOT get a notification and your message will NOT be seen.

- @teamhelp-carecoordination

To be used for all care coordination issues: Orders, Next visit dates/cancellations

- @teamhelp-Clinical (Monday-Friday 8am-4pm ONLY)

- To be used for all Clinical related issues:

- IV/PICC/Port trouble shooting, Clarification of orders, patient adverse events

- @teamhelp-Labs

- Is an internal tag used by the office staff for lab related requests

- @teamhelp-HRandPayroll

- Pay roll and HR questions

- @teamhelp-visitnotes

- Need a note back to make corrections

Responding in Teams

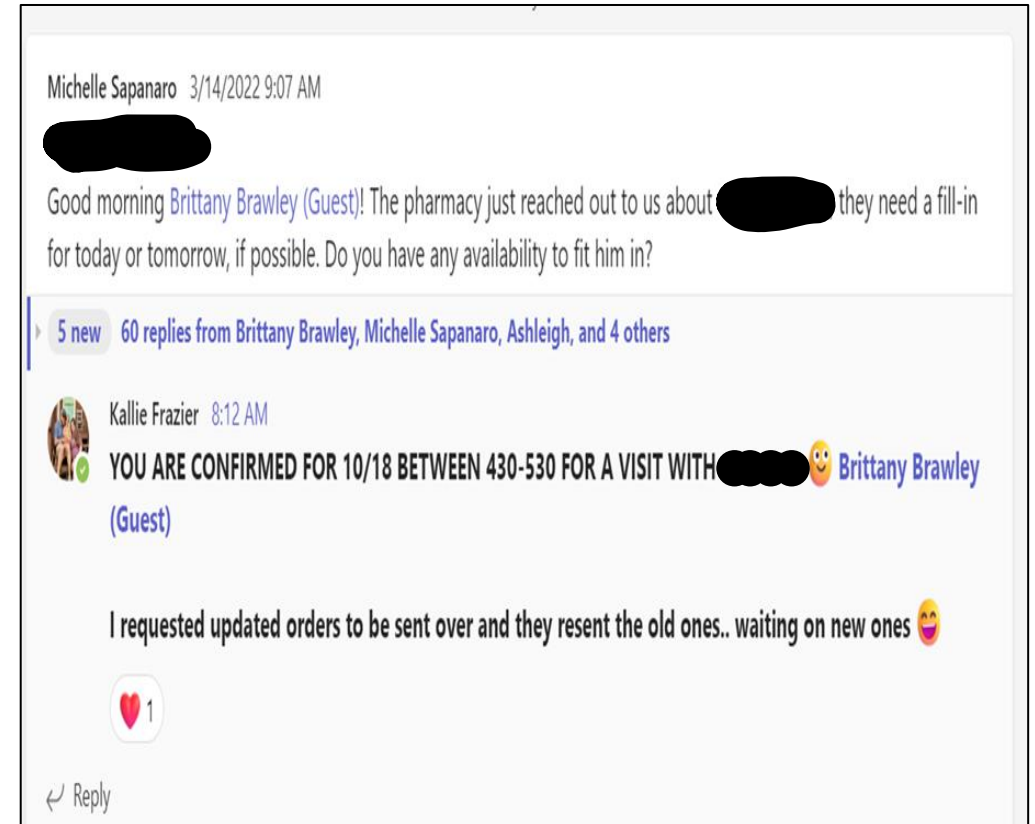
- When responding in teams
 - Scroll up and choose the conversation about your patient. This is your patients THREAD
- Click REPLY - and type your message here. Tag the care coordinators. [@teamhelp-carecoordination](#)
- **Keep all messages about the patient under this THREAD.**

Do NOT create new conversations!

Click Reply and keep all communication about patient their thread.

You can see this THREAD started on 02/14/2022

Messages sent without the proper tag will go unseen.



Chat

The screenshot shows the Microsoft Teams interface. On the left sidebar, the 'Chat' icon is highlighted with a red circle. The main window displays a search for 'karen branagan' in a chat window. The search results show a list of people and groups:

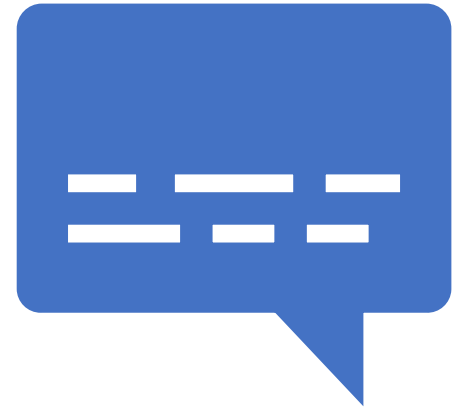
- KB **Karen Branagan** (Guest)
KbranaganRN@outlook.com
- TeamHelp-CareCoordination (NC **Karen Branagan**)
24 people will be added
- TeamHelp-Clinical (NC **Karen Branagan**)
2 people will be added
- TeamHelp-HRandPayroll (NC **Karen Branagan**)
4 people will be added
- TeamHelp-VisitNotes (NC **Karen Branagan**)
6 people will be added

- Chat is to be used **ONLY** for private conversations
- Most communication is done via your patient care and scheduling thread
 - Please do not add multiple people to the conversation
 - Chat messages are not seen and responded to quickly
 - *Messages sent without the proper tag will go unseen*

Professional and polite communication via Microsoft Teams

1. Use Polite Language: Always use polite and respectful language in your messages and comments.
2. Avoid sarcasm, offensive jokes, or disrespectful comments.
3. Be Mindful of Tone: Text can be easily misinterpreted, so be aware of the tone your message conveys. If you're concerned that a message might be taken the wrong way, consider using emojis or clarifying your intent.
4. Avoid All Caps: Writing in all capital letters is often interpreted as shouting.
5. Respond Promptly: Acknowledge messages in a timely manner to show respect for your team members' time and contributions. **Check Teams at least every 24-48 hours.**
6. Proofread: Take a moment to proofread your messages for clarity and tone before hitting send.
7. Seek Clarification: If you're unsure about the intent or tone of a message from a colleague, ask for clarification rather than making assumptions.

Remember that effective communication and politeness are essential for a positive team dynamic.





After Hours Communication (Evenings/Weekends/Holidays)

- Clinical Supervisor is NOT in the office after 4pm during the week, or on weekends and holidays.
- Messages and Tags to Clinical will not be responded to during these times.

Please do not send urgent messages via Teams during this time.

Submit a ticket – see next slide



HHC After-Hours Ticket/Request

DO NOT use this form Monday - Friday from 8a to 5p (unless it is an observed holiday and HHC offices are closed).

Requests are handled in the order they are received and prioritized by urgency of need.

Return communication will be provided via MS Teams.

Your Name (First and Last)*

Please enter your full name as it appears in Microsoft Teams.

Request Details*

Please provide details on the specific need/question. Include visit dates/times, and lab facilities as applicable to the need.

Patient's Full Name (If Applicable)

Please enter N/A if it is not a patient specific need.

Type of Request*

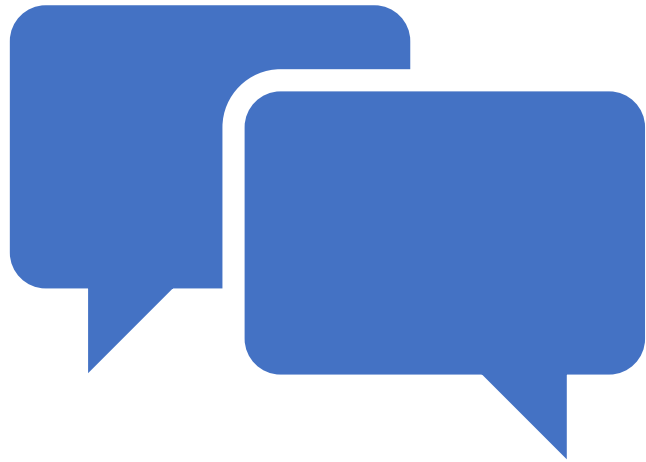
How to submit an After-Hours Ticket

[Use this link to submit a Nurse Ticket](https://helmshomecare.monday.com/boards/2169849066/views/46813083)

<https://helmshomecare.monday.com/boards/2169849066/views/46813083>

- We have a team of after-hours clinical and care coordination personnel to assist.
- Using this ticket system will ensure your message is seen and addressed ASAP

Videos for how to use Teams



- [Introduction to Teams](#)
- [Helpful Tags in Teams](#)
- [Posting vs Replying in Teams](#)

Communication Requirements

Prompt and Professional communication

Please respond to requests from the Care Coordination team within 24-48 hours of the request.

Turn on Notifications in Teams

This is to ensure proper communication with patients, pharmacies, and providers.

Please do not send urgent requests via Teams after normal business hours. Please use the ticket link.

Messages sent without the proper tag will likely go unseen

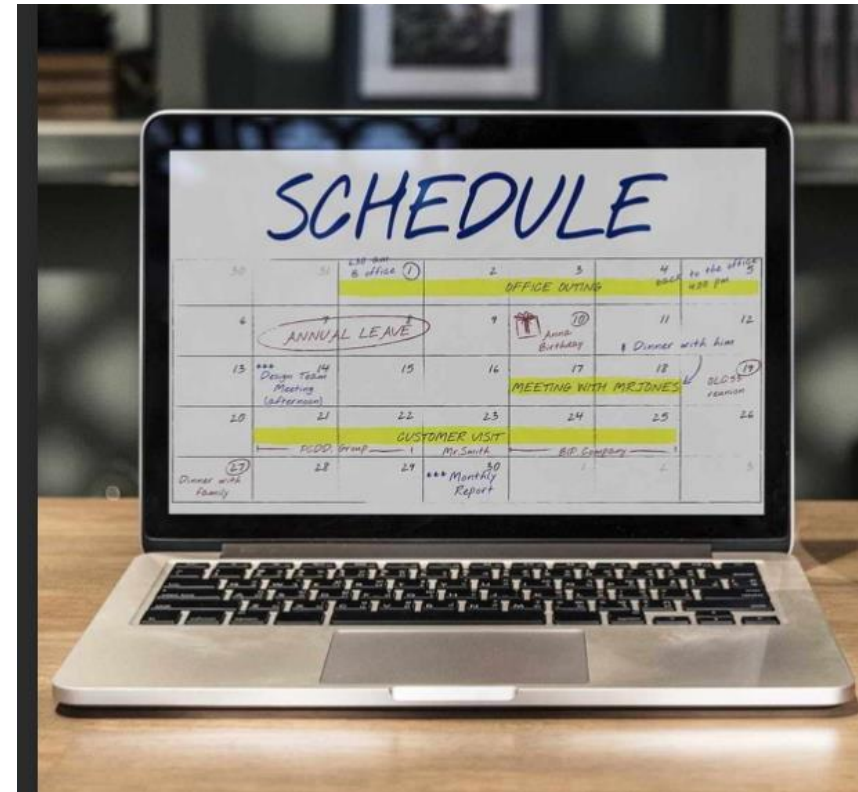


Scheduling Patients

The Care Coordinators will set up your initial visit based on the time frame (window of time) you offered them.

- ie: I can see pt for SOC 11/01/2023 10a - 11a.
 - Always give a 1-hour window for arrival.
 - **Please add this to your personal calendar.**
- After the initial visit, if you will be seeing the patient on going, set up the next visit with the patient.
- If you will not be seeing the patient ongoing tell the patient someone will call them from the agency to confirm their next visit and reach out to the CC and let them know.
- The Care Coordinators **do not** know your schedule - so keep this in mind when picking up visits, to avoid overlapping visits.
- Always give yourself a little extra time for travel from patient to patient to allow for traffic and unexpected events.

ALWAYS communicate ASAP to the agency on Teams, using @teamhelp-care coordination, if a visit date is changed for any reason and who changed the visit.



Communication with patients

- **Visits should be confirmed 24–48 hours prior to the visit:**

Call or text patient **24-48 hours prior to the visit to confirm.**

This will give you an opportunity to complete the COVID screening questions and determine if there have been any significant changes in their health status (i.e., they have been hospitalized) that would inhibit the visit from taking place.

You can send a text like this one below:

"Hello this is your nurse with Helms Home Care confirming your visit for 11/01/2023. I will arrive between 0900-1000. Please hydrate well the day before and day of your infusion. Take your medication out of the fridge about 1 hour before my scheduled arrival so that it will come to room temperature. Take any oral pre-medications about 30 minutes before my scheduled arrival.

If you need to cancel or reschedule this visit for any reason, please let me know.

Reply Confirm to confirm this visit.

Thank you, Name, RN"



Next Visit Date

Please send a message to @teamhelp-carecoordination with the Next Visit Date (NVD) as soon as you schedule with the patient.

- Example:
 - Go to your patient care and scheduling thread. Scroll to your patient.
 - Click REPLY
 - Type @teamhelp-carecoordination "I will see Mrs. Brown on 11/26/2023".
- "But I am seeing them for weekly visits - It never changes."
- Care Coordinators have been instructed by their manager to ALWAYS ask for the NVD even if it doesn't change.
- Even though you may not deviate from the weekly schedule there are some patients and nurses that have a schedule that does have some flexibility and the visits do move a little.





Failure to respond

When the Care Coordinators are reaching out for next visit dates –

- Please respond within 24-48 hours.
- Failure to respond **could** result in the patient being restaffed by another RN.

Care Coordinators will reach out via Teams for needed follow up, confirmations, updated orders etc.

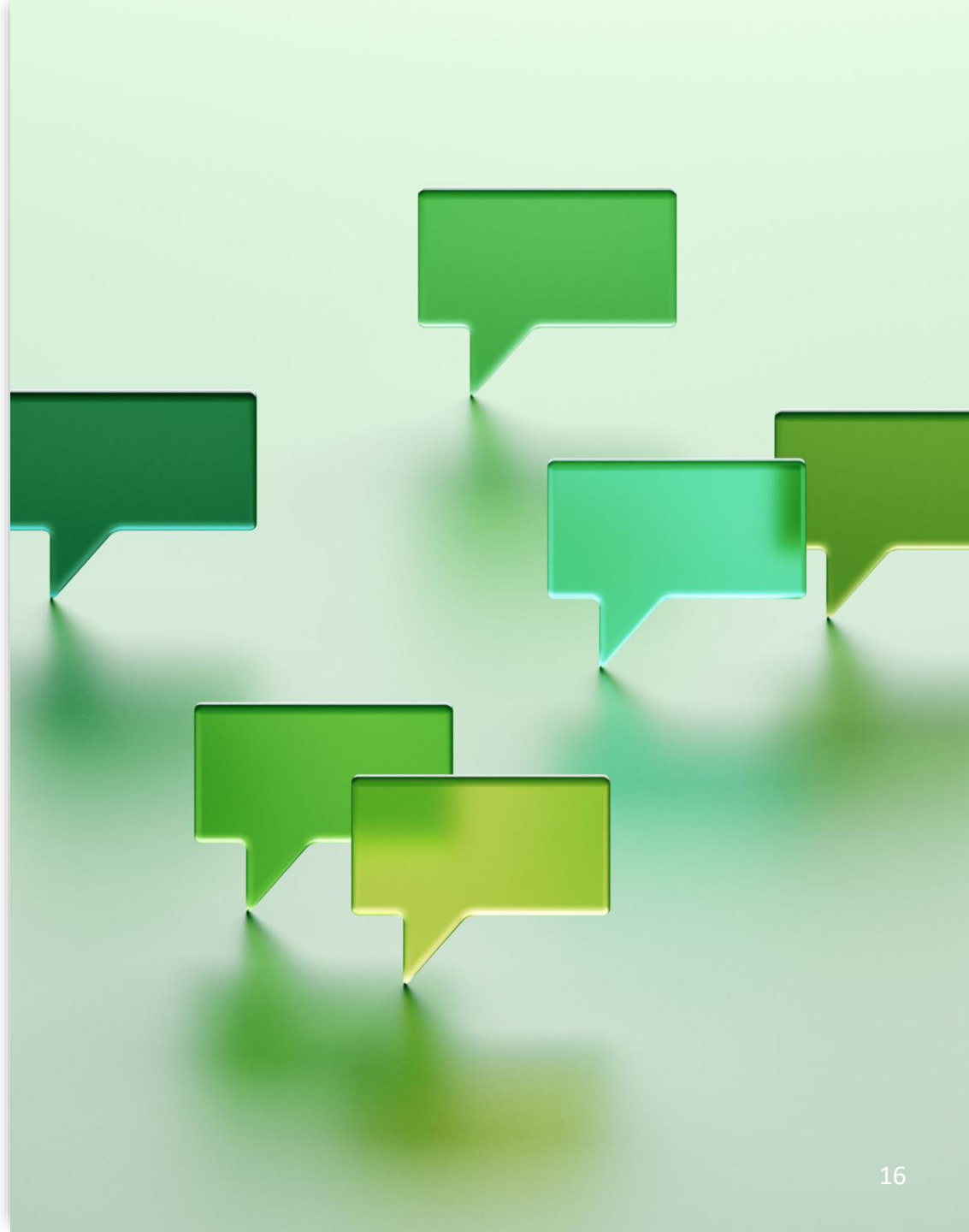
Remember to respond professionally.

Why is Teams used sometimes and Text other times

- When the care coordination team does not receive a response via Teams or they have an urgent need to cover a patient, they may send a text message with limited information to you.
- Limited information is sent to remain HIPPA complainant.
- Do not send patient information via Text message.

All visit confirmations and patient information will be sent via Teams

- Remember Teams is our primary method of communication.



Extra Pay



I see that the care coordinators offer extra pay for some visits ... I like extra \$. Why can we not get that for all visits needing coverage?

Administration approves incentive or extra pay for very few reasons

- 1) Patient needs last minute coverage and all nurses around were not available and you are being asked to drive an extra distance. This extra \$ is not meant to cover the whole cost of travel but to help.
- 2) Patient is a very hard stick and multiple RN's have tried to obtain access.
- 3) Patient is in an area very difficult to staff, and pharmacy has approved extra pay.

***Please do not request extra or incentive pay, the care coordinators would love to pay more and offer more but this is an approval from administration that the care coordinators cannot override. ***

Needing to Call Out for a Visit?

- We understand illness and emergencies do happen.
- Please send a message via your Patient Care and Scheduling Channel in Teams
- Tag [@teamhelp-CareCoordination](#) and [@teamhelp-Clinical](#) and [@clinicalsupervisor](#)
- Tell the agency the name/s of the patients you are needing coverage for and the date/s.
- For example – “I am not able to keep my visits on 11/01/2023 with Mickey Mouse, Donald Duck and Goofy. Can you please find coverage?”
 - This will ensure that your patients are covered.
- If you find your own coverage for the patient or you can reschedule with the patient, so the patient is not outside the infusion frequency deviation, it will not be considered a call out.



Call outs

Please communicate any absence to the Agency immediately upon knowing that it will occur.

- **Three (3) occurrences within one rolling year** will be allowed without any disciplinary action; all occurrences will be recorded in your file.

Minimum disciplinary action is noted below:

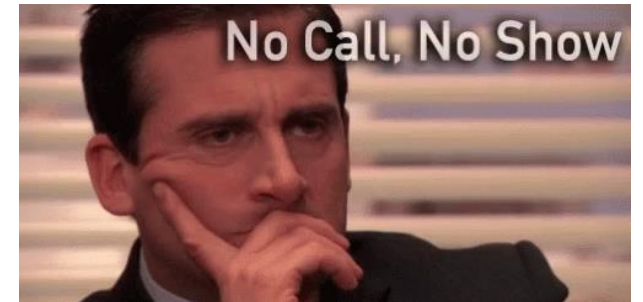
- 4th Absence - Verbal warning
- 5th Absence - Written warning
- 6th Absence - Possible Suspension and/or Termination

If the Agency is notified less than 48 hours prior to a scheduled visit that you will not be able to complete the visit, **it is considered an Unexcused absence**. If there are multiple visits scheduled in one day or if a single infusion spans multiple days, a call out for that day/days is considered (1) occurrence/absence/call out.



No Call/No Show

- A No Call/No Show is an **absence for a confirmed visit that is not communicated to the Agency.**
 - A No Call/No Show absence is **grounds for immediate termination upon any occurrence,** however, minimum disciplinary action is noted below, but may exceed dependent on recurrence, overall employee evaluation, and other factors.
 - 1st - Written warning
 - 2nd - Possible Suspension and/or Termination





Going to be late?

Things happen – bad traffic, a prior visit runs over.
If running late or need to reschedule an appointment,
contact the patient(s) as soon as possible.

Keep the agency in the loop

Tag @teamhelp-Carecoordination

- **** If you cannot contact your patient, please ask the Care Coordination Team to contact the patient.****

Tardiness and Late Arrival

- **All visits should be confirmed with a minimum of a one-hour arrival window**
 - **Do not give arrival windows less than 1 hour**
- If you realize your arrival time will be outside of the confirmed window, the patient should be notified immediately and given an updated arrival time. If you are unable to reach out to the patient, please contact the Agency immediately so that a Care Coordinator can notify the patient.
- Notification must be made **PRIOR** to the confirmed arrival time to both the patient and/or our office. If proper notification is made in advance of the late arrival, it is not considered a Tardy Arrival occurrence.
- Two (2) Tardy Arrivals within one rolling year will be allowed without any disciplinary action; all occurrences are recorded in your file. Minimum disciplinary action for tardiness is noted below, but may exceed dependent on recurrence, overall employee evaluation, and other factors.
 - 3rd - Verbal Warning
 - 4th - Written Warning
 - 5th - Possible Suspension and/or Termination

TARDY SLIP

Student _____

Was Tardy For the Following Reasons _____

ADMIT STUDENT TO

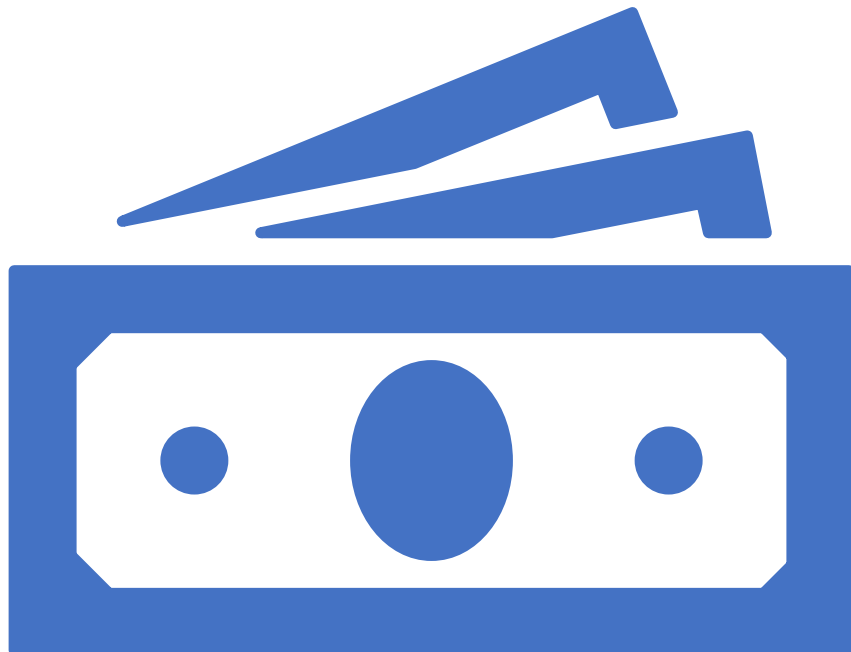
EXCUSED

UNEXCUSED

Principal/School Authority _____

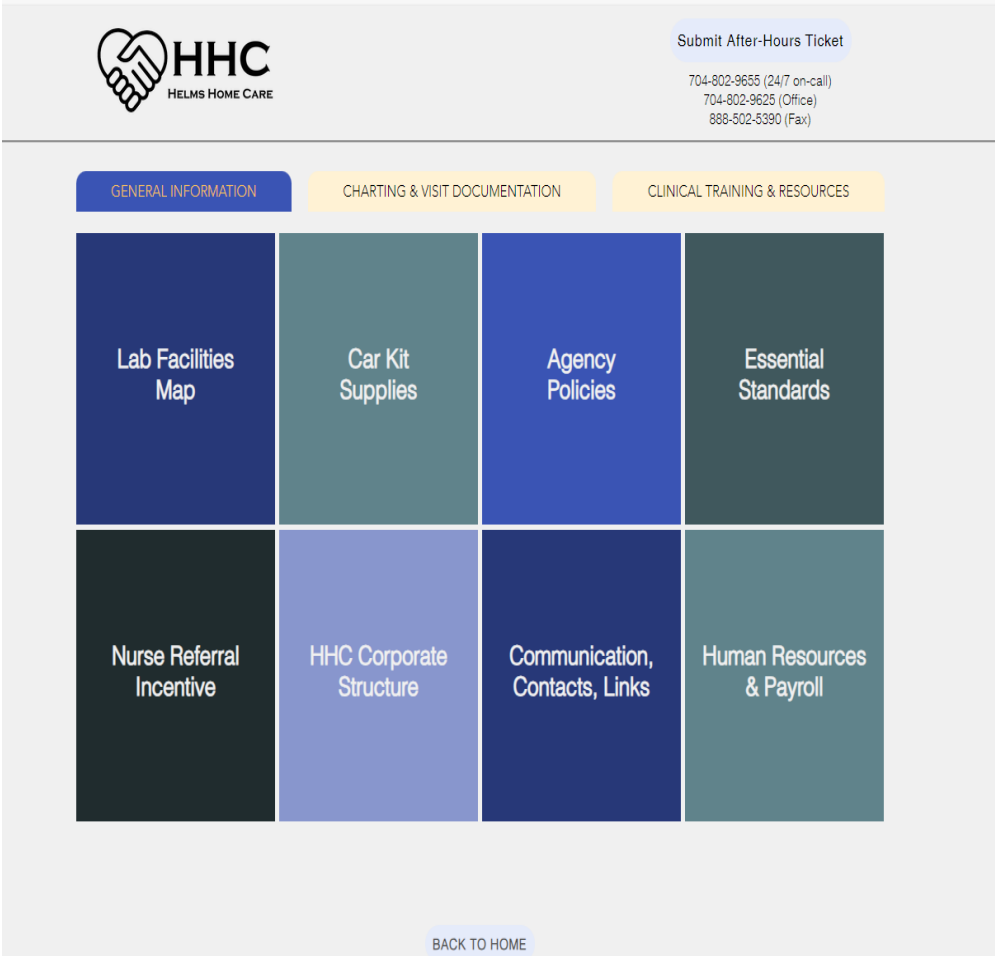
COOLSCHOOLSTUDIOS.COM 866-777-2884

Pay and Mileage



- You are paid 65.5 cents per mile traveled. (This is set by the federal government and can change. Usually, it is re-evaluated yearly by the government.)
- The mileage is from your home to patients' home, lab and other patients. Please be sure to document on your visit note.
 - Mileage is tax free.
- Your hourly pay starts at the time you arrive at the patient's home and ends with your departure time.
- Think of Arrival as **CLOCK-IN** time and Departure as **CLOCK-OUT** time.
- For pay related questions go to your Visit Notes, Payroll HR Channel in Teams
 - Tag @teamhelp-HRandPayroll. They are happy to help answer any pay related questions.

Resources Page



The screenshot shows the HHC (Helms Home Care) website's resources page. At the top left is the HHC logo with the text 'HELMS HOME CARE'. To the right is a 'Submit After-Hours Ticket' button and contact information: 704-802-9655 (24/7 on-call), 704-802-9625 (Office), and 888-802-5390 (Fax). Below the header are three tabs: 'GENERAL INFORMATION' (selected), 'CHARTING & VISIT DOCUMENTATION', and 'CLINICAL TRAINING & RESOURCES'. The main content area is a 2x4 grid of resource links: Lab Facilities Map, Car Kit Supplies, Agency Policies, Essential Standards, Nurse Referral Incentive, HHC Corporate Structure, Communication, Contacts, Links, and Human Resources & Payroll. A 'BACK TO HOME' button is at the bottom.

HHC HELMS HOME CARE

Submit After-Hours Ticket

704-802-9655 (24/7 on-call)
704-802-9625 (Office)
888-802-5390 (Fax)

GENERAL INFORMATION | CHARTING & VISIT DOCUMENTATION | CLINICAL TRAINING & RESOURCES

Lab Facilities Map	Car Kit Supplies	Agency Policies	Essential Standards
Nurse Referral Incentive	HHC Corporate Structure	Communication, Contacts, Links	Human Resources & Payroll

BACK TO HOME

- [Link to HHC Resources Page](#)

Supply Updates

Biopatches or Infection Prevention Discs
Alcohol Impregnanted Caps (Curos' Caps)
Red or Sterile End Caps for IV tubing
Surgilast Stockinette



- Although frequently used in the hospital and some outpatient settings not all pharmacies will send these items in the home setting. These items are "nice to have" but **NOT required**.
- If you are seeing a patient and they do not have these in their supplies (especially if they have one on their current dressing), let us know and we can confirm if it was a delivery oversight or if their Pharmacy does not provide them.
- Our personal opinions as to whether the patient should have it is irrelevant.
 - **DO NOT tell your patient that they will get an infection if they don't have these items.**
 - **Do not instruct them to call their Pharmacy to ask for them.**

