

## Health Service Coordination and Care Policy

Program Name: Competent Quality Care

### I. Policy

It is the policy of this OHS licensed provider (program) to meet the health service needs of each person being served as defined and assigned in each person's coordinated service and support plan (CSSP) or CSSP addendum.

### II. Procedures

- A. When discovered, the program will promptly notify the person's legal representative, if any, and the case manager of changes in a person's physical and mental health needs affecting health service needs assigned to the program in the person's CSSP or CSSP addendum.
- B. If the program has reason to know that the change has already been reported, it is not necessary to report.
- C. The program must document all health changes, including when the notification of the health changes was given to the legal representative and case manager, on the Health Needs change form.
- D. When assigned the responsibility for meeting the person's health service needs in the person's CSSP or the CSSP addendum, the program will maintain documentation on how the person's health needs will be met, including a description of the procedures to follow in order to:
  1. Provide medication assistance or medication administration according to the safe medication assistance and administration policy;
  2. Monitor health conditions according to written instructions from a licensed health professional;
  3. Assist with or coordinate medical, dental and other health service appointments; or
  4. Use medical equipment, devices or adaptive aides or technology safely and correctly according to written instructions from a licensed health professional.