FIRST ACCESS HEALTHCARE PROVIDERS, INC.

PATIENT SAFETY PLAN

Telephone: 702-902-2345/7029022365

Fax: 702-818-3012

5890 S. DURANGO DR. STE. 100A, LAS VEGAS, NV 89113

OFFICE HOURS/AFTER HOURS COVERAGE

INSTRUCTIONS: This information provided to you as a quick reference source in case an emergency occurs. Keep this information where it can be easily found. Inform other persons close to you (relative, neighbor, etc) of its location.

THIS BOOKLET BELONGS TO: _____

- **OFFICE HOURS:** Our office hours are Monday through Friday from 9:00 AM to 5:30 PM except during company holidays.
- **AFTER HOURS COVERAGE:** We have a nurse on call 24 hours a day, services. You can reach the nurse by calling **(702) 902-2345.** After office hours and on weekends, an answering service will reach the nurse and he/she will return your call, answer your questions and concerns or come to see you, if necessary.

WE DO NOT CARRY MEDICATIONS WITH US AND CANNOT GIVE MEDICATIONS UNLESS IT IS ORDERED BY A PHYSICIAN. MEDICAL SUPPLIES OR EQUIPMENT ARE NOT USUALLY DELIVERED AFTER REGULAR OFFICE HOURS.

- **Please let us know if you have questions about our after-hours coverage.**

MEDICAL EMERGENCIES

First Access Healthcare Providers, Inc., does not operate an emergency service and does not want you to waste valuable time should you have a serious medical emergency.

IN CASE OF A SERIOUS MEDICAL EMERGENCY CALL 9-1-1 OR TAKE THE PATIENT TO THE HOSPITAL EMERGENCY ROOM.

There are instances when you an emergency room visit or hospitalization can be avoided. If you call us at the first sign of a problem, we can often prevent you from being readmitted to the hospital. Our staff will work with you and your caregivers to identify your treatment options.

PLEASE REFER TO OUR EMERGENCY CARE PLAN SECTION OF THE BOOKLET FOR ADDITIONAL INFORMATION.

NOTE: If you are admitted to hospital, please have someone notify your nurse at *(702) 902-2345* (24 hours, 7 days a week).

you are receiving Medicare covered home health services. If you arrange for these services or supplies on your own while under our plan of care, Medicare will not reimburse you or the other suppliers.

DME: Durable medical equipment (walker, wheelchair, hospital bed, oxygen, etc.) is covered separately and may be supplied by a home health agency, a medical equipment supplier of your choice or a contracted supplier, as required by your insurance.

We are certified under various state and federal programs. Check with our office to verify whether or not we presently participate in any specific programs pertaining to you needs. Eligibility for these programs is determined by state and/or federal agencies.

EMERGENCY PREPAREDNESS PLAN

In the event of an emergency or disaster, we will immediately implement our emergency preparedness plan. Emergency/ disaster situations:

a. Heavy rain with flooding
b. Blizzard or snow storm
c. Tornado
d. Industrial disaster or community disaster (i.e., power outage, fire, road blocks, riots, chemical spills)

We are committed to provide continuity of your care and support at a safe and therapeutic level. The decision to implement of Emergency preparedness plan shall be made by the Administrator or designee. In our plan you are classified as:

HIGH RISK:

- Over 70 years old, lives alone with no significant other, unable to ambulate
- Extremely ill needing close observation
- Requires medication and/or has limited supply available
- Receiving oxygen, IV medication, insulin-dependent diabetic (uncontrolled), lives alone and is unable to self-administer insulin
- Uses electrical equipment for which the interruption of electrical services endangers life

AVERAGE RISK:

- Home care could be postponed 24-48 hours
- Has recent exacerbation of disease process who needs skilled assessment
- Requires daily medications orally and has significant supply
- Alert, independent with limited amount of help, has significant other to assist with care

LOW RISK:

- Could be postponed up to four (4) days
- Has significant other who will arrange for emergencies
- Alert, independent with limited amount of help, able to ambulate

In the event of an Emergency of disaster, the Administrator of designee will initiate the telephone plan and proceed with the Emergency preparedness plan to be followed, per policy. The safety of our employees must come first in the event that all means of transportation is not available (road blocks, etc). The first available time the roads are clear and communication is operational then all High Risk patients will be contacted first and other categories will follow.

In case of bad weather or other situations that might prevent our staff from reaching you, turn to your local radio and/or TV station(s). If you evacuate to another location of emergency shelter, please notify our office.

SECTION V. SAFETY

All patients need to take special precautions to ensure a safe living environment. Most accidents in the home can be prevented by eliminating hazards. This checklist will help you find potential hazards in your home. Check each statement that you need to work on to make your home a safer place. **Place speak with your nurse/therapist or call the agency at any time if you have any concerns or questions about patient safety.**

PREVENTING FALLS

At least half of all falls happen at home. Each year, thousands of older Americans experience falls that result in serious injuries, disability and even death. Falls are often due to hazards that are easily overlooked but easy to fix. Use the following **SELF-ASSESSMENT.** Check all of the risk factors below that apply to you and your home. The more factors checked, the higher your risk for falling.

- ☐ **History of Falling** – 2 or more falls in last 6 months
- ☐ **Vision Loss** – changes in ability to detect and discriminate objects; decline in depth perception; decreased ability to recover from a sudden exposure to bright light or glare
- ☐ **Hearing Loss** – may not be as quickly aware of a potentially hazardous situation
- ☐ **Foot Pain/Shoe Problems** – foot pain; decreased sensation/feeling; skin breakdown; ill-fitting or badly worn footwear
- ☐ **Medications** – taking four or more medications; single or multiple medications that may cause drowsiness. Dizziness or low blood pressure
- ☐ **Balance and Gait Problems** – decline in balance; decline in speed of walking; weakness of lower extremities
- ☐ **High or Low Blood Pressure** – that causes unsteadiness
- ☐ **Hazards Inside Your Home** – tripping and slipping hazards, poor lightening bathroom safety, spills, stairs, reaching, pets that get under foot
- ☐ **Hazards Outside Your home** – uneven walkways, poor lightening, gravel or debris on sidewalks, no handrails, pets that get under foot, hazardous materials (snow, ice, water, oil) that need periodic removal and clean up.

Review each of the following safety tips. Check the one you need to work on:

- ☐ Keep emergency numbers in large print near each phone
- ☐ Put a phone near the floor in case you fall and can't get up
- ☐ Wear shoes that give good support and have thin, non-slip soles. Avoid wearing slippers and athletic shoes with deep treads.
- ☐ Remove things you can trip over (such as papers, books, clothes, and shoes) from stairs and places where you walk.
- ☐ Keep outside walks and steps clear of snow and ice in the winter
- ☐ Ask someone to move any furniture so your path around the house is clear
- ☐ Clean up spills immediately
- ☐ Be aware of where your pets are at all times
- ☐ Do not walk over or around cords or wires, i.e., cords from lamps, extension cords or telephone cords. Coil or tape cords and wires next to the wall so you can't trip over them. Have an electrician add more outlets if needed.
- ☐ Keep items used often within easy reach (about waist high) in cabinets.
- ☐ Use a steady step stool with a hand bar. Never use a chair as a step stool.

- ☐ Improve the lightening in your home. Replace burned out bulbs. Lamp shades or frosted bulbs can reduce glare.
- ☐ Make sure stairways, halls, entrance and outside steps are well lit. Have a light switch at the top and bottom of the stairs.
- ☐ Place a lamp, flashlight and extra batteries within easy reach of your bed.
- ☐ Place night lights in bathrooms, halls, passageways so you can see where you're walking at night.
- ☐ Make sure the carpet is firmly attached to every step. If not, remove the carpet and attach non-slip rubber treads on the stairs. Paint a contrasting color on the top front edge of all steps so you can see the stairs better.
- ☐ Fix loose handrails or put in new ones. Make sure handrails are on both sides of the stairs and are as long as the stairs. Fix loose or uneven steps.
- ☐ Install grab bats next to your toilet and in the tub or shower
- ☐ Use an elevated toilet seat and/or shower stool, if needed
- ☐ Exercise regularly. Exercise makes you stronger and improves your balance and coordination. Talk to your doctor about what exercise is right for you.
- ☐ Have your nurse, doctor or pharmacist look at all the medicines you take, even over-the-counter medicines. Some medicines can make you sleepy or dizzy.
- ☐ Have your vision checked at least once a year by an eye doctor. Poor vision can increase your risk of falling.
- ☐ Get up slowly after you sit or lie down
- ☐ Use a can or assistive device for extra stability, if needed
- ☐ Consider wearing a device that will bring help in case you fall and can't get up

FIRE SAFETY/BURN PRECAUTIONS

- ☐ The fire department number is posted on every telephone. All family members and caregivers are familiar with emergency 911 procedures.
- ☐ Notify the fire department if a disabled person is in the home
- ☐ **Do not smoke in bed or where oxygen is being used.** Never leave burning cigarettes unattended. Do not empty smoldering ashes in a trash can. Keep ashtrays away from upholstered furniture and curtains.
- ☐ Install smoke alarms on every floor of your home, including the basement. Place smoke alarms near rooms where people sleep. Test smoke alarms every month to make sure they are working properly.
- ☐ Install new smoke alarm batteries twice a year or when you change your clocks for daylight savings time in the spring and fall.
- ☐ Fire extinguishers are checked frequently for stability
- ☐ If you live in an apartment building, know where the exit stairs are located. Do not use an elevator during a fire emergency.
- ☐ Make a family use escape plan and practice it every six months. At least two different escape routes are planned from each room for each family member. If your exit is through a ground floor window, make sure it opens easily.
- ☐ Designate a safe place in front of the house or apartment building for family members to meet after escaping a fire.
- ☐ If your fire escape is cut off, remain calm, close the door and seal cracks to hold back smoke. Signal for help at the window.
- ☐ A **bedbound patient** can be evacuated to a safe area by placing him/her on a sturdy blanket and pulling/dragging them out of the home.
- ☐ Have you heating system checked and cleaned regularly by someone qualified to do maintenance
- ☐ Wood burning stoves are properly installed, chimney is inspected and cleaned by a professional chimney sweep and trash is not burned in stove because this could overheat the stove. Gasoline or other flammable liquids should never be used to start wood stove fires.

- ☐ Portable heathers (electric or kerosene) are placed out of the path of traffic areas. The heaters is operated at least three feet away from upholstered furniture, drapes, bedding and other combustible materials. The heater is used on the floor and is turned off when family members leave the house or are sleeping. A kerosene heater is only used in a well-ventilated room. Kerosene is stored outdoors in a tightly sealed, labeled container.
- ☐ Make sure electrical appliances and cords are clean, in good condition and not exposed to liquids
- ☐ Electrical outlets are grounded. "Octopus" outlets with several plugs are not used.
- ☐ Keep cooking areas free of flammable objects (potholders, towels, etc.)
- ☐ Wear short or tight fitting sleeves while cooking; don't reach over stove burner.
- ☐ Do not leave the stove unattended when cooking, especially when the burner is turned to a high setting
- ☐ Turn pan handles away from burners and the edge of the stove
- ☐ Avoid cooking on high heat with oils and fat
- ☐ Puncture plastic wrap before heating foods in the microwave
- ☐ Never place hot liquids/solids at edge of counter
- ☐ Place layered protection between skin and heating pad
- ☐ Keep electrical appliances away from the bathtub or shower area
- ☐ Never leave patient alone in the shower/tub
- ☐ Set wet heart thermostat below 120 F to prevent accidental scalding
- ☐ Store flammable liquids in properly labeled, tightly closed, non-glass containers. Store away from heaters, furnaces, water heaters, rangers and other gas appliances. Make sure the garage is adequately ventilated.

MEDICATION SAFETY

- ☐ Do not take medications that are prescribed for someone else
- ☐ Create a complete list of current medications (including prescription, over-the-counter, vitamins, herbals). Review the list for discrepancies and make changes immediately as they occur. Show the list to your doctor or pharmacist to keep from combining drugs inappropriately
- ☐ Know the name of each of your medications; why you take it; how to take it; potential side effects; and what foods or other things to avoid while taking it
- ☐ Report medication allergies or side effects to your health care provider
- ☐ Take medications exactly as instructed. If the medication looks different than you expected, ask your health care provider or pharmacist about it.
- ☐ Drug names can look alike or sound alike. To avoid errors, check with your health care provider if you have questions.
- ☐ Do NOT use alcohol when you are taking medicine
- ☐ Do not stop or change medicines without your doctor's approval, even if you are feeling better. If you miss a dose, do not double the next dose later
- ☐ Use a chart or container system (washed egg carton or med-planner) to help you remember what kind, how much, and when to take medicine
- ☐ Take your medicine with a light on so you can read the label
- ☐ Read medicine labels (including warnings) carefully and keep medicines in their original containers
- ☐ Store medications safely in a cool, dry place according to instructions on the label of the medication
- ☐ Keep medicines away from children and confused adults
- ☐ **Federal disposal guidelines for medications:** Remove drugs from their original containers. Conceal or remove personal information and Rx number using a black marker, duct tape or by scratching it off. Mix drugs with an undesirable substance like coffee grounds or kitty litter. Put the mix in an empty margarine tube or sealable bag. Throw it and the empty containers in the trash. Some medications can be flushed down the toilet, but check the prescription label, patient information insert of FDA's website before doing so. If your community has a pharmaceutical take-back program, take your unused drugs to them for proper disposal.

HAZARDOUS ITEMS AND POISON PREVENTION

- ☐ Keep your local poison control phone number available
- ☐ Label all poisons
- ☐ Store poisons in a locked cabinet out of reach of children
- ☐ Have syrup of IPECAC on hand. Only use when ordered by Poison Control or physician
- ☐ Carefully store hazardous items in their original containers
- ☐ Do not mix products that contain chlorine or bleach with other chemicals
- ☐ Insecticides are bought only for immediate need and excess is stored or disposed of properly
- ☐ Store hazardous items, cleaners and chemicals out of reach of children and confused or impaired adults
- ☐ Dispose of hazardous items and poisons only as directed

MEDICAL EQUIPMENT SAFETY

- ☐ Your physician has prescribed the use of a piece of medical equipment for your comfort and safety. It is essential that you use this device safely and correctly to benefit from its use. The following suggestions will be helpful in the safe use of these devices.
- ☐ Keep manufacturer's instructions for specialized medical equipment with or near the equipment
- ☐ Perform routine and preventive maintenance according to the manufacturer's instructions.
- ☐ Keep phone numbers available in the home to obtain service in case of equipment problems or equipment failure
- ☐ Have backup equipment available, if indicated
- ☐ Provide adequate electrical power for medical equipment such as ventilators, oxygen concentrations and other equipment
- ☐ Test equipment alarms periodically to make sure that you can hear them
- ☐ Have equipment batteries checked regularly by a qualified service person
- ☐ Bed side rails are properly installed and used only when necessary. Do not use bed rails as a substitute for a physical protective restraint
- ☐ If bed rails are split, remove or leave the foot-end down so that patient is not trapped between the rails
- ☐ Mattress must fit the bed. Add stuffers in gaps between the rail and mattress or between the head and foot board and mattress to reduce gaps
- ☐ Register with local utility company if you have electrically powered equipment such as oxygen or ventilator
- ☐ Never move into or out of a wheelchair unless both brakes are fully engaged.
- ☐ Plug electrical devices into a properly grounded outlet
- ☐ Extension cords should not be used. Machines should be placed as close to outlet as possible
- ☐ Power sources should meet or exceed electrical/amperage requirements of the equipment
- ☐ Make sure no body parts come into contact with moving parts of equipment (wheelchairs, raising and lowering bed, etc.).
- ☐ Only responsible individuals familiar with the operation should operate devices. Children and incompetent adults should not operate devices.
- ☐ **CARE OF EQUIPMENT**
- ☐ Damage don't to equipment by patient/caregiver outside of normal wear will be responsibility of patient for the repairs

OXYGEN SAFETY (if you have oxygen)

- ☐ For equipment repairs or maintenance, contact the agency

Your physician has prescribed the use of oxygen to help your heart and lung function better. Oxygen is a drug that is only effective and safe for use in prescribed dosage. Your physician has carefully selected this dosage and you should follow his instructions carefully. The following guidelines should be followed:

FIRE HAZARD

- ☐ Oxygen supports combustion. This means that some things will burn hotter and faster when oxygen is present
- ☐ Oxygen is not flammable in itself
- ☐ Remember that oxygen will accumulate around the user and immediate area so flammable materials should not be present
- ☐ Operate an oxygen device in a well-ventilated area
- ☐ You should never use oil or petroleum-based products (such as Vaseline, A&D Ointment, oily lotions, face creams or hair dressings), grease and flammable material in and around your nose or oxygen system. Use of these products with oxygen can cause burns. Avoid using aerosols (such as room deodorizers) near oxygen
- ☐ Keep at least 8 feet away from open flames, matches, stoves, BBQS, space hearts
- ☐ **No smoking** or use within 8 feet of the patient and equipment. Post "**No Smoking**" signs in the home
- ☐ Use 100% cotton bed linens and clothing to prevent sparks and static electricity,
- ☐ Have electrical equipment properly grounded and avoid operating electrical appliances such as razors and hairdryers while using oxygen. Keep any electrical equipment or toys that may spark at least 8 feet from the oxygen system

HANDLING AND STORAGE OF TANKS

- ☐ Oxygen is usually stored in heavy containers; care should be taken to avoid the tank tipping over
- ☐ The unit should always be kept in the stand or cart provided to avoid tipping, secured to the wall or place on their side on the floor
- ☐ You should only move tanks as instructed
- ☐ Store oxygen cylinders away from heat and direct sunlight. Do not allow oxygen to freeze or overheat
- ☐ Tanks should not be stored near flammable substances or heat/ignition sources
- ☐ Tanks should be stored in a well-ventilated area. Always secure tanks in a moving vehicle to avoid falling or tipping. (Do not place in trunk of car or under outside porches or decks).
- ☐ Dust the oxygen cylinder with a cotton cloth and avoid draping or covering the system with any material
- ☐ Have a back-up portable oxygen cylinder in case of a power or oxygen concentrator failure

CONCENTRATOR SAFETY

- ☐ Devices should only be plugged into a properly grounded outlet
- ☐ Extension cords should be used. Machines should be placed as close to outlet as possible
- ☐ Multiple plugs should not be used,
- ☐ Electrical devices that create heat or sparks should be avoided or used with extreme caution. (Keep at least 8 feet away).
- ☐ Power source should meet or exceed electrical/amperage requirement of the equipment

LIQUID OXYGEN

- ☐ Liquid oxygen is stored at nearly 300 below zero. Severe burns can results from direct contact with the liquid oxygen
- ☐ Avoid touching any frosted connectors on any devices
- ☐ When filling portables, avoid coming in contact with the stream of oxygen

OTHER

- ☐ Use oxygen at the prescribed flow rate
- ☐ Use oxygen for the number of hours per day prescribed

POWER OUTAGE

- ☐ Use oxygen for activities that are prescribed

If your phone lines are down during a power outage and you require assistance:

- ☐ Call 911 or go to the nearest hospital emergency room if you are in a crisis or emergency situation

FLOOD

- ☐ Call your closest relative or neighbor if it is not an emergency

Floods are the most common and widespread of all natural hazards. Some floods can develop over a period of days, but flash floods can result in raging waters in just a few minutes. Be aware of flood hazards, especially if you live in a low-lying area, near water or downstream from a dam.

Assemble a **disaster supplies kit.** Include a battery-operated radio, flashlights and extra batteries, first aid supplies, sleeping supplies and clothing. Keep a stock of food and extra drinking water.

If local authorities issues a flood watch prepare to evacuate:

- ☐ Secure your home. Move essential items to the upper floors of your house
- ☐ If instructed, turn off utilities at the main switches or valves. Do not touch electrical equipment if you are wet or standing in water.
- ☐ Fill a clean bathtub with water in case water becomes contaminated or services are cut off
- ☐ Six inches of moving water can knock you off your feet. If you must walk in flooded area, do not walk through moving water

TORNADO

- ☐ Use a stick to check the firmness of the ground in front of you

Tornadoes are nature's most violent storms. When a tornado has been sighted, go to your shelter immediately. Stay away from windows, doors and outside walls.

- ☐ **In a house or small building:** Go to the basement or storm cellar. If there is no basement, go to an interior room on the lower level (closets, interior hallways). Get under a sturdy table, hold on and protect your head. Stay there until the danger has passed
- ☐ **If the patient is bedbound,** move the patient's bed as far away from windows as possible. Cover the patient with heavy blankets or pillows being sure to protect the head and face. Then go to a safe area
- ☐ **In a school, nursing home, hospital, factory or shopping center:** Go to predesignated shelter area. Interior hallways on the lowest floor are usually safest.
- ☐ **In a high-rise building:** Go to a small, interior room or hallway on the lowest floor possible
- ☐ **In a vehicle, trailer to mobile home:** Get out immediately and go to a more substantial structure
- ☐ **If there is not shelter nearby,** lie flat in the nearest ditch, ravine or culvert with your hands shielding your head. In a car, get out and take shelter in a nearby building. Do not attempt to out-drive a tornado; they are erratic and move swiftly.

LIGHTNING

Inside a home:
1. Avoid bathtubs, water faucets and sinks because metal pipes can conduct electricity
2. Stay away from windows
3. Avoid using the telephone, except for emergencies

If outside: Do not stand underneath a natural lightning rod such as a tall, isolated tree in open area

WINTER STORMS/COLD WEATHER PRECAUTIONS

- ☐ Get away from anything metal
- ☐ Heavy snowfall and extreme cold can immobilize an entire region. Even areas which normally experience mild winters can be hit with major snow storm or extreme cold. The results can range from isolation due to blocked roads and downed power lines to the havoc of cars and trucks sliding on icy highways.

Gather emergency supplies:

- ☐ Battery powered radio, flashlights, battery-powered lamps, extra batteries
- ☐ Food and doesn't require cooking and a manual can opener
- ☐ Your medications
- ☐ Extra blankets
- ☐ Extra water in clean soda bottles or milk containers
- ☐ Rock salt to melt ice on walkways and sand to improve traction.
- ☐ Make sure you have enough heating fuel as regular fuel sources may be cut off

Dress for the season:

- ☐ Wear several layers of loose-fitting. Light-weight, warm clothing rather than one layer of heavy clothing
- ☐ The outer garments should be tightly woven and water repellent
- ☐ Mittens are warmer than gloves
- ☐ Wear a hat since most body heat is lost through the top of the head

HOT WEATHER PRECAUTIONS

- ☐ Wear loose-fitting, absorbent clothing
- ☐ Avoid direct sun exposure
- ☐ Drink plenty of non-alcoholic liquids
- ☐ Avoid strenuous activity during the hottest part of the day
- ☐ Provide for cross ventilation

SECTION VI. Infection Control at Home

Cleanliness and good hygiene help prevent infection. "**Contaminated materials**" such as bandages, dressings or surgical gloves can spread infection, and harm the environment. If not disposed of properly, these items can injure trash handlers, family members and others who could come in contact with them.

Certain illnesses and treatments (i.e., chemotherapy, dialysis, AIDS, diabetes, burns) can make people more susceptible to infection. Your nurse will instruct you on the use of protective clothing (gowns/gloves) if they are necessary.

Notify your physician and/or home care staff if you develop any of the following signs and symptoms of infection:

- Pain/tenderness/redness or swelling of body part
- Inflamed skin/rash/sores/ulcers
- Painful urination
- Confusion
- Nausea/vomiting/diarrhea
- Fever or chills
- Sore throat/cough
- Increased tiredness/weakness
- Pus (green/yellow drainage)