

## **PROGRAM POLICY - ICF/DD-H**

### **1      Changes in person's Status**

- 1.1    The QIDP and/or Program Supervisor is responsible for maintaining awareness of any sudden and/or marked adverse changes in signs, symptoms or behavior exhibited by a person served.
- 1.2    When a change of condition is noted, staff will complete a change in condition form and contact the program supervisor/QIDP. If after working hours, the on-call supervisor will be notified.
- 1.3    The RN will be advised of the change of condition and will assess the situation. Depending on the severity of the situation the attending physician will be notified.
- 1.4    The change in condition will be reviewed by the QIDP and follow up will be provided by the RN.
- 1.5    In the event of a medical emergency, immediate medical attention will be obtained. Family, conservators and/or legal guardians will be notified in the event of a serious condition.
- 1.6    Except in cases of medical emergency, a person will not be transferred or discharged, nor will treatment be significantly altered without consultation with the person and/or the person's authorized representative or IDT.

### **2      Changes in Charges for Services**

- 2.1    The Chief Executive Officer (CEO) will be responsible for notifying funding agencies and the person served (when appropriate) in the event of changes to charges for OPTIONS services, or for any other related financial matter.

### **3      Supported Person's Questions and Requests**

- 3.1    Questions concerning charges for services, complaints about services rendered by OPTIONS, requests for special foods, etc., will be referred directly to the QIDP and/or the Program Supervisor.

**POLICY DATE:**      February 1996

**REVISED:**            May 2004, January 2011, May 2012, August 2014, November 2014

**REVIEWED:**         September 2015, September 2016, October 2017, October 2018

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