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| Service Agreement Policy and Procedure | **Last Revision:** | May 2020 |
| **Last Reviewed:** | May 2020 |
| **Applies to the following THA Group of Companies:** | * Independent Life at Home |
| **Included in the following THA Manuals:** | Administrative Policies & Procedures |

### POLICY

Under service agreement, THA Group, Independent Life at Home (ILAH), shall not offer to clients any private home care services that cannot reasonably deliver in accordance with rules and regulations of Department of Community Health. All services provided to a client are based on a written service agreement entered with the client or the client’s responsible party. Service agreements will be filed in the office cabinet or, if available, scanned into the Electronic Health Record.

ILAH service agreement includes the following:

* Date of initial contact by ILAH Representative with the client for services will be noted or written in the client’s file.
* Date of referral, that is, the date ILAH received a specific request to deliver private home care services to a client must be written in client’s file.
* Description of services requested. Services must be clearly specified, signed and dated by both parties.
* Description of services to be provided by ILAH and the expected duration of services must be clearly specified, signed and dated.
* Charges for Services, and method of billing and payment of such charges, must be specified in the client agreement form.
* Acknowledgement of receipt of a copy of client’s rights and responsibilities must be signed and dated by the client and should be filed in the client’s folder.
* ILAH telephone contact number where a client can call for information, questions or complaints about ILAH must be listed in the service agreement.
* Signatures and dates of both ILAH Representative and Client’s Responsible Party must be included in the service agreement.
* ILAH representative of the RN will note or document timeline for completion of initial service agreement and it shall be completed prior to the beginning of services.
* ILAH representative will review the service agreement at least annually and revise/renegotiate as needed.
* The client has every right to terminate or cancel service agreement at any time and all monies owed to the client will be refunded upon termination or cancellation of service agreement.

**Procedure**

Service Agreement will be developed prior to service beginning in the client’s home.

All service agreements are subject to revision or change if deemed necessary. ILAH’s representative will be responsible for any changes or revisions in the client service agreement. The following are the procedures for these revisions:

1. Once the client and ILAH office agree on the need for a change in language or total revision of the service agreement, the ILAH representative will then make the changes or revisions within three (3) business days of the verbal agreement and then be presented to the client or client’s responsible party for their review and approval. Once the client or responsible party approves and signs and dates it, it will supersede the old service agreement.
2. The revised service agreement will be documented and will include the following information:
   1. Reason for revision.
   2. Specific amount of money charged.
   3. Duration of services.
   4. Date of revision.
   5. Signatures of both the client and ILAH representative, along with telephone number of the licensing authority (DCH) and ILAH contact number.