



Facility Procedure Questionnaire

Facility: Benchmark Healthcare of St. Charles Administrator: Troy Culbertson
 Director of Nursing: Denise Flynn Social Worker: Michele Dietrich

Communication:

1. Would you like Nurses & Company Hospice Nurses to "check-in" when visiting a patient?

YES NO

If YES, with whom? charge nurse

2. Hospice staff will update the facility staff on changes in patient condition, medications, care plan, and services, per the Hospice conditions of participation. Are there specific staff members you would like us to notify of change?

YES NO

If YES, with whom? charge nurse, Jackie Dickson medical Records
payor source changes

3. Do you prefer written or verbal communication? Written Verbal

4. Do you have a preference for a nurse to attend at the time of patient's death?

YES NO

Orders:

1. Will you accept the hospice nurse notifying you of any orders from the hospice medical director?

YES NO

2. Do you have specific documentation requirements for orders from the Hospice agency?

Explain: give to charge nurse

3. Do you prefer the Hospice Nurse or the facility nurse to call the physician with medication needs?

Explain: hospice nurse

4. Please explain protocol for Nurses & Company Hospice Nurses to follow when they receive an order:

write a phone order + notify charge nurse

Documentation:

Nurses & Company Hospice nurses will document on the hospice documentation flow sheet, which will remain in the facility chart at discharge. In addition to the flow sheet please specify where you prefer additional documentation is complete. (please check all that apply)



- All conversations with Facility and Hospice Medical Director
 - A) In nursing home chart
 - B) In hospice chart
 - C) Both
- All conversations with attending physician
 - A) In nursing home chart
 - B) In hospice chart
 - C) Both
- Conversations with nursing home staff
 - A) In nursing home chart
 - B) In hospice chart
 - C) Both
- Conversations with patient and/or patient family/representative
 - A) In nursing home chart
 - B) In hospice chart
 - C) Both

Medication:

Can Hospice Nurses administer medication? YES NO

Do you have Ativan or Haldol in STAT cert? YES NO

Do you require a hard copy script for specific prescriptions? YES NO

Explain: _____

Billing:

Facility NPI#: 1002106840

Primary Contact for billing issues: Natalie Rizzo

Are there any other procedures or protocols you would like Nurses & Company Hospice to be aware of?
