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PURPOSE:

- To clearly define the nursing services that the Agency will provide, which include:
 - Infusion Therapy Nursing Services
 - On-Call Nursing Services
 - Private Duty Nursing Services
 - Infusion Suite / Nursing Pool Services
- To outline the Agency’s hours of operation, including on-call services & availability.
- To outline the geographic regions where these services are available, specifying any applicable licenses, certifications, and/or service limitations relevant to each area.
- To ensure that all nursing services comply with federal and applicable state laws, as well as any pertinent regulatory requirements.

DEFINITIONS:

- **Business hours:** Monday through Friday 8:00 am - 5:00 pm EST
- **On-Call hours:** non-business weekday hours, Saturdays, Sundays, & nationally recognized holidays.
- **Infusion Therapy Nursing Services:** the administration or education management of intravenous, subcutaneous and other specialty delivery of medications or fluids, by a licensed skilled nurse, within the comfort of a patient's temporary or permanent residence. These services include the delivery of medications, such as anti-infectives, biologics, pain management drugs, and parenteral nutrition, among others. Home infusion therapy is designed to support patients with complex medical needs, reducing the need for hospital stays or clinic visits, while ensuring proper monitoring, education, and care coordination to promote safety and treatment effectiveness.
- **On-Call Nursing Services:** client access to a registered nurse outside of regular business hours for the purpose of ensuring that nursing care or guidance is available 24/7, typically for urgent medical needs, emergencies, or when a patient's condition requires immediate attention, preventing unnecessary hospitalizations.

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- ***Ancillary Nursing Services:** additional nursing support provided alongside primary skilled nursing care. These services include assistance with daily living activities, mobility, and other personal care tasks to help maintain a patient's comfort and well-being at home.
 - *Ancillary Nursing Services are provided by a skilled nurse in conjunction with a skilled nursing service; Helms Home Care does not employ Certified Nurses or provide personal care services as a stand-alone service to clients.
- **Private Duty Nursing Services:** one-on-one skilled nursing care tailored to meet individual patient needs over extended periods, ranging from a few hours to 24-hour care. Registered nurses or supervised licensed practical nurses provide ongoing care to manage complex medical conditions, including administering medications, monitoring vital signs, and performing other medical procedures, ensuring comprehensive, continuous care.
- **Infusion Suite / Nursing Pool Services:** temporary and/or supplemental skilled nursing staff provided to healthcare facilities on demand. These services help meet fluctuating staffing needs by providing qualified RNs, on a short-term or contract basis, to fill gaps in coverage.

POLICY:

- Helms Home Care's corporate office shall be open to the public during business hours.
 - Helms Home Care's satellite offices shall be open to the public during the posted business hours and may be closed for lunch daily.
- Calls / messages received during on-call hours shall be addressed within 1 hour.
- Agency clients shall be educated during Admission (and as needed thereafter) regarding the Agency's hours of operation, how to communicate with the Agency, including on-call services, and what to do in the event of a life-threatening emergency. Patients with immediate medical emergencies are directed to call 911.
- A Clinical Supervisor, and/or a clinical representative as delegated by the DON, will be responsible for on-call patient care emergency calls after regular business hours.
 - The Agency will maintain a clinical supervisory schedule during regular and on-call hours.
- A member of the administrative staff is available to provide administrative guidance and support 24 hours a day, seven (7) days a week

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- The Agency and its staff comply with accepted professional standards and principles that apply to the healthcare providers providing care, treatment, and services within this agency.
- The Agency will provide qualifying services directly to patients, or to patients as a 3rd party contracted provider.
- The scope of services shall be reviewed, revised, and approved by the Governing Body annually and/or as needed.

GEOGRAPHIC SCOPE:

- **North Carolina:**
 - State Home Care License HC4792, Facility ID: 150138
 - CHAP Home Care Accreditation: 3002020
 - Site of Agency Corporate operations (Denver, NC)
 - Services Provided:
 - Infusion Therapy Nursing Services: All Counties
 - On-Call Nursing Services: All Counties
 - Ancillary Nursing Services: in conjunction with Infusion Therapy & PDN only
 - Private Duty Nursing Services: Lincoln, Gaston, Mecklenburg, Rowan, Cabarrus, Iredell, Catawba counties
 - Infusion Suite / Nursing Pool Services: All Counties
- **South Carolina:**
 - Non-Applicability Waiver
 - Sub-contract infusion services only, through a licensed Specialty Pharmacy
 - Services Provided:
 - Infusion Therapy Nursing Services: All Counties
 - On-Call Nursing Services: All Counties
 - Ancillary Nursing Services: **not provided**
 - Private Duty Nursing Services: **not provided**
 - Infusion Suite / Nursing Pool Services: All Counties

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- **Virginia:**

- State Home Care Organization License HCO-252219
- Satellite office (Martinsville, VA)
- Services Provided:
 - Infusion Therapy Nursing Services: All Counties
 - On-Call Nursing Services: All Counties
 - Ancillary Nursing Services: in conjunction with Infusion Therapy only
 - Private Duty Nursing Services: **not provided**
 - Infusion Suite / Nursing Pool Services: All Counties

- **Kentucky:**

- State Ambulatory Infusion License 310004
- CHAP Home Care Accreditation: 3002020
- Satellite office (Louisville, KY)
- Services Provided:
 - Infusion Therapy Nursing Services: All Counties
 - On-Call Nursing Services: All Counties
 - Ancillary Nursing Services: in conjunction with Infusion Therapy only
 - Private Duty Nursing Services: **not provided**
 - Infusion Suite / Nursing Pool Services: All Counties

- **Georgia:**

- State Private Home Care Provider License **PENDING**
- Satellite office (Augusta, GA)
- Services Provided:
 - Infusion Therapy Nursing Services: All Counties*
 - On-Call Nursing Services: All Counties
 - Ancillary Nursing Services: in conjunction with Infusion Therapy only
 - Private Duty Nursing Services: **not provided**
 - Infusion Suite / Nursing Pool Services: **not provided**
- *Agency shall follow business plan to grow organically from central / primary counties of interest and expand as customer growth demands.

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- **West Virginia:**

- Health Care Authority Waiver
 - Sub-contract infusion services only, through a licensed Specialty Pharmacy
- Services Provided:
 - Infusion Therapy Nursing Services: All Counties
 - On-Call Nursing Services: All Counties
 - Ancillary Nursing Services: **not provided**
 - Private Duty Nursing Services: **not provided**
 - Infusion Suite / Nursing Pool Services: All Counties

- **Indiana:**

- Non-Applicability Waiver
 - Sub-contract infusion services only, through a licensed Specialty Pharmacy
- Services Provided:
 - Infusion Therapy Nursing Services: All Counties
 - On-Call Nursing Services: All Counties
 - Ancillary Nursing Services: **not provided**
 - Private Duty Nursing Services: **not provided**
 - Infusion Suite / Nursing Pool Services: All Counties

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SCOPE OF SERVICES: INFUSION THERAPY NURSING SERVICE

POLICY:

- The Agency will provide infusion therapy services and related ancillary services through registered nurses employed with Helms Home Care.
- Infusion therapy services will be provided through a third-party contractual agreement with a licensed pharmaceutical drug providers in accordance with [Policy 2.2](#).
 - The Agency shall not bill any infusion therapy client for services rendered, apart from limited instances in which the third-party vendor requests such circumstance, and the Agency / Client enter into a direct / private pay agreement.
- All registered nurses providing infusion therapy services through such contracts will be trained in infusion services and the drug therapies in which these services require.
- A registered nurse is available to patients 24 hours a day, 7 days a week for consultation by phone regarding infusion nursing needs. **(See On-Call Section)**
- Clients are notified of Agency operating hours and on-call hours at the time of admission and will be notified of any change in hours of operation prior to that change taking effect.

CLIENTS SERVED:

- Clients receiving infusion therapy services are typically those who require intravenous (IV) administration of medications or fluids that cannot be effectively delivered through oral or other routes. This population includes individuals with a wide range of medical conditions, such as:
 - **Chronic infections** (e.g., osteomyelitis, cellulitis) requiring IV antibiotics.
 - **Cancer patients** receiving chemotherapy, immunotherapy, or supportive treatments like hydration or pain management.
 - **Individuals with autoimmune disorders** such as rheumatoid arthritis or multiple sclerosis, who may need regular infusions of biologic medications.
 - **Patients with gastrointestinal disorders** such as Crohn's disease or short bowel syndrome, who may need parenteral nutrition.

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- **Individuals with dehydration** or severe nutritional deficiencies who require fluid or electrolyte replacement.
- **Patients with chronic pain** receive IV pain management or palliative care infusions.
- These clients often have complex health conditions that require skilled nursing care to safely administer the infusion, monitor for adverse reactions, and/or manage the infusion equipment, catheter, labs from the home setting. Infusion therapy allows clients to receive necessary treatments while minimizing hospital visits and promoting independence.

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SCOPE OF SERVICES: ON CALL NURSING SERVICES

POLICY:

- The Agency shall have an on-call registered nurse available 24 hours/day for Agency clients (including after hours, weekends, and holidays).
- Registered Nurses who are on-call will respond promptly and courteously to aid the client/family in answering questions, problem solving and by scheduling / making home visits using good clinical judgment.

PROCEDURE:

- During admission and as needed, the attending RN will be used to explain the following:
 - A nurse is always available for urgent problems even when the office is closed. This includes such problems as increase or uncontrolled pain, displacement of catheter, bleeding, significant change in mental status or impending death.
 - Appropriate use of the Emergency Medical System (EMS) / 911. If a medical emergency is present, they will be instructed to call 911.
 - An RN can be reached after hours, weekends and holidays by calling the office and leaving a message with the answering service for the on-call nurse.
- During an on-call need, the On-Call RN shall:
 - Contact the client/family within 60 minutes of the call / message.
 - Call the attending physician for any additional orders that are deemed necessary.
 - Evaluate client/family needs and the appropriate action to be taken.
 - Depending on the type of problem, severity of the problem and client/family reaction to the problem, the following interventions may be implemented as appropriate:
 - If the condition requires immediate medical attention, refer the client to the emergency department or hospital.
 - Provide instruction and reassurance over the phone to assist in problem resolution.

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- Schedule a home visit if the issue can be resolved by an on-call staff member in a reasonable time frame.
- Referral to the primary or attending physician for medical advice and problem resolution.
- Referral to the on-call service of the pharmacy/equipment provider in which the issue is related.
- Provided appropriate interventions verbally over the phone based on physician orders and the client's Care Plan.

CLIENTS SERVED:

- On-Call Nursing Services are typically utilized by clients with chronic or acute medical conditions that may require urgent attention outside of regular healthcare hours. These clients may include individuals managing complex conditions like diabetes, heart failure, or respiratory diseases, where sudden changes in symptoms can occur. On-call services are also vital for post-operative patients or those receiving treatments like home infusion therapy, who may need assistance if complications arise during off-hours. On-call services are available to all Agency clients, regardless of medical condition.

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SCOPE OF SERVICES: INFUSION SUITE / NURSING POOL SERVICES

POLICY:

- The Agency will provide nursing pool services to vendors on a subcontract basis.
- All staff available for Nursing Pool services will be licensed Registered Nurses employed by the Agency.
- Nursing Pool staff will be subject to **all employment criteria of the Infusion Therapy RN program** and are required to maintain, uphold and follow all policies, certification(s), evaluation(s), training(s) and employment requirements as related to the Agency's Infusion Nursing Services program. These include, but are not limited to, the following policies:

4001 Staffing – General	4054 Equal Opportunity Employment
4002 Qualifications & Competency	4059 Disciplinary Action
4002a Infusion RN Hiring Process	4072 Time Verification – Clinical Staff
4003 Licensure, Certification & Registration Verification	4073 Personnel Files
4004 Criminal Background Checks	4075 Social Media Policy
4004a Background Check Authorization	4076 Driver Safety
4004b Alcohol Drug Consent	5001 Infection Prevention & Control
4006 Reference Checking	5010 Standard Precautions
4008 Orientation Program	5011 Hand Hygiene
4010 Performance Evaluations	5101 Employee Health Program
4011 Employee Education	5102 Tuberculosis Testing
4011b Inservice and Continuing Education	5104b Influenza Vaccination Attestation
4027 Position Description – Infusion RN I	5108 Workplace Injury or Illness
4027a 90-day Evaluation – Infusion RN	5109 Employee Health – Employee Illnesses
4027b Annual Evaluation – Infusion RN	5111 Exposure to HIV
- In addition to maintaining and upholding applicable Agency Infusion standards, policies and procedures, Nursing Pool staff will be subject to and required to maintain and uphold all policies, procedures, and training as required by the contracting vendor.

PROCEDURE:

- A written contract or agreement will be in place with each vendor for which the Agency provides Nursing Pool / Infusion Suite staff.

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- Contractual arrangements are reviewed and approved by the Agency Director.
- Contractual agreements will delineate in writing the responsibilities of each party. General provisions shall designate:
 - Helms Home Care, LLC shall maintain responsibility for:
 - Providing nursing pool staff to vendor as requested / scheduled.
 - Upon hire verifications & orientation (background check, certifications, etc.) of nursing pool staff.
 - Continuing Education of nursing pool staff (HIPPA, OSHA, BBP, TB, Infection Control, etc.)
 - Maintaining records and certifications for nursing pool staff (Nursing License & CPR)
 - Vendor shall maintain responsibility for:
 - Patient intake, record keeping, care planning, scheduling, discharge, and all aspects of patient care.
 - Training nursing pool staff on all aspects of applicable care standards including, but not limited to charting, travel, dress code, scheduling, nursing care, care planning, discharge, wound care, medication administration, pain management, DME & supplies, etc.
 - Advance communication with Agency regarding nursing pool needs and scheduling.

CLIENT SERVED:

- Clients served by Infusion Suite / Nursing Pool services are often Specialty Pharmacies with infusion suite offices or healthcare providers that need supplemental or temporary nursing staff to meet fluctuating demand. Nursing pool services help bridge staffing gaps, ensuring that both healthcare facilities and home care clients receive necessary skilled care without interruption.

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SCOPE OF SERVICES: PRIVATE DUTY NURSING

POLICY:

- The Agency will provide private-duty skilled nursing services to patients residing within a 90-mile geographic radius of the corporate office in North Carolina through registered nurses and licensed practical nurses employed with Helms Home Care.
 - Patients residing in North Carolina outside of this geographic region and/or patients residing in other states (regardless of whether the Agency provides other services in that state) are not eligible for private-duty skilled nursing services with Helms Home Care.
- All skilled nursing services are provided under the direction of the patient's Plan of Care signed by a physician.
 - Licensed practical nurse duties are delegated by and performed under the supervision of a registered nurse in accordance with the client's plan of care, duties may include:
 - Participating in assessment of the patient's health status
 - Implementing nursing activities, including the administration of prescribed medical treatments and medications
 - Assist in teaching the patient and family members about providing care in the home
- A registered nurse is available to patients 24 hours a day, 7 days a week for consultation regarding private duty nursing needs. **(See On-Call Section)**

CLIENTS SERVED:

- Private Duty Nursing services are suited for clients with complex or long-term medical needs that require continuous, personalized care. This can include individuals with ventilator dependence, severe neurological conditions (such as traumatic brain injuries or ALS), complex wounds, pediatric patients with congenital disorders, or those needing long-term rehabilitation. These clients may need round-the-clock monitoring and skilled medical interventions at home, tailored to their unique health requirements.

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