

Subject: Member Home and Community Visits (Page 1 of 1)

Objective:

To ensure safety of THA staff when visiting OHP members in the home or clinic setting.

Definition:

Member home visits are defined as travel outside of THA offices to the home environment or a designated community location for assessment and/or assistance in meeting health care needs.. .

Policy:

- I. To assist in meeting the needs of our members, Tuality Health Alliance has developed a process for staff to meet members in their homes and/or in the community. These needs may include Durable Medical Equipment, Safety Interventions, or delivery of non-billable items obtained through the Flexible Services Program. These visits are to include two THA staff members, as outlined above. At no time, should THA staff visit members alone.
- II. Tuality Health Alliance will provide a mobile phone for staff to use when visiting members. This should be the only mobile device used to call and/or text members. At no time should THA staff share personal contact information with members.
- III. Safety is the number one concern during any member visit. If a THA staff member feels their safety is compromised, he/she should call 911 immediately.
- IV. If a healthcare emergency develops during a member visit, THA should immediately initiate the Emergency Response Protocol by calling 911.

Formulated:	August 2015
Reviewed:	
Revised	August 2017