

## **G468**

**(Rev. 182, Issued: 09-28-18, Effective: 09-28-18, Implementation: 09-28-18)**

**§484.50(d)(5)(iii) Provide the patient and representative (if any), with contact information for other agencies or providers who may be able to provide care; and**

### **Interpretive Guidelines §484.50(d)(5)(ii) and (iii)**

The clinical record should reflect:

- Identification of the problems encountered;
- Assessment of the situation;
- Communication among HHA management, patient caregiver, legal representative and the physician responsible for the plan of care;;
- A plan to resolve the issues; and
- Results of the plan implementation.

Only in extreme situations when there is a serious imminent threat of physical harm to HHA staff, the HHA may take immediate action to discharge or transfer the patient without first making efforts to resolve the underlying issue.

Evidence in the record should document that the HHA provided the patient and his or her representative (if any) with information including contact numbers for other community resources and names of other agencies or providers that may be able to provide services to the patient.