

74305 Facility Information

(a)

The referral agency shall verify all information concerning any health facility before supplying such information to the client.

(b)

Each member of the referral agency staff providing direct service to clients shall be aware of the following information with respect to each health facility with which the referral agency does business: (1) A review of the most recent inspection report conducted by the Department, including, if any, the list of deficiencies and plan of correction. (2) Notation of any class "A" or class "B" citation for the violation of licensing rules and regulations, which has become final; the nature, seriousness and date of the violation.

(1)

A review of the most recent inspection report conducted by the Department, including, if any, the list of deficiencies and plan of correction.

(2)

Notation of any class "A" or class "B" citation for the violation of licensing rules and regulations, which has become final; the nature, seriousness and date of the violation.

(c)

The referral agency shall provide the client the following information regarding each health facility to which the client is referred: (1) Physical Appearance of

Facility. (A) Characteristics of the buildings, grounds and surrounding neighborhood. (B) Neatness, cleanliness, presence or absence of odors, signs of neglect and upkeep of the physical plant. (2) Appearance of Patients in Facility. (A) Attitude of patients. (B) Attitude of staff toward patients. (C) Patient cleanliness and comfort. (D) Method of selection of roommates. (3) Availability of Services. (A) Observance of dietary preferences. (B) Overall quality of dietary service. (C) Availability of dental services. (D) Availability of ancillary therapeutic services. (E) Beautician and barber services. (F) Arrangements, if any, for transportation of patients. (G) Any contract or other arrangement of the facility under which services to patients in the facility may be furnished only by a specific, designated provider. (4) Activity Program. (A) Availability and frequency of activities. (B) Availability of books, magazines and other activity materials and equipment. (C) Availability of religious services. (D) Arrangements, if any, for outside activities and the transportation of patients. (5) Staff. (A) The types of licensed personnel and other staff available for the care of patients. (B) The appearance and attitude of the entire staff. (6) Rates and Charges. (A) The basic rate for care in the facility and the services included in the basic rate. (B) Amount of any additional charges for professional and nonprofessional services not covered under the basic rates. (C) The facility's refund policy.

(1)

Physical Appearance of Facility. (A) Characteristics of the buildings, grounds and surrounding neighborhood. (B) Neatness, cleanliness, presence or absence of odors, signs of neglect and upkeep of the physical plant.

(A)

Characteristics of the buildings, grounds and surrounding neighborhood.

(B)

Neatness, cleanliness, presence or absence of odors, signs of neglect and upkeep of the physical plant.

(2)

Appearance of Patients in Facility. (A) Attitude of patients. (B) Attitude of staff toward patients. (C) Patient cleanliness and comfort. (D) Method of selection of roommates.

(A)

Attitude of patients.

(B)

Attitude of staff toward patients.

(C)

Patient cleanliness and comfort.

(D)

Method of selection of roommates.

(3)

Availability of Services. (A) Observance of dietary preferences. (B) Overall quality of dietary service. (C) Availability of dental services. (D) Availability of ancillary therapeutic services. (E) Beautician and barber services. (F) Arrangements, if any, for transportation of patients. (G) Any contract or other arrangement of the facility under which services to patients in the facility may be furnished only by a specific, designated provider.

(A)

Observance of dietary preferences.

(B)

Overall quality of dietary service.

(C)

Availability of dental services.

(D)

Availability of ancillary therapeutic services.

(E)

Beautician and barber services.

(F)

Arrangements, if any, for transportation of patients.

(G)

Any contract or other arrangement of the facility under which services to patients in the facility may be furnished only by a specific, designated provider.

(4)

Activity Program. (A) Availability and frequency of activities. (B) Availability of books, magazines and other activity materials and equipment. (C) Availability of religious services. (D) Arrangements, if any, for outside activities and the transportation of patients.

(A)

Availability and frequency of activities.

(B)

Availability of books, magazines and other activity materials and equipment.

(C)

Availability of religious services.

(D)

Arrangements, if any, for outside activities and the transportation of patients.

(5)

Staff. (A) The types of licensed personnel and other staff available for the care of patients. (B) The appearance and attitude of the entire staff.

(A)

The types of licensed personnel and other staff available for the care of patients.

(B)

The appearance and attitude of the entire staff.

(6)

Rates and Charges. (A) The basic rate for care in the facility and the services included in the basic rate. (B) Amount of any additional charges for professional and nonprofessional services not covered under the basic rates. (C) The facility's refund policy.

(A)

The basic rate for care in the facility and the services included in the basic rate.

(B)

Amount of any additional charges for professional and nonprofessional services not covered under the basic rates.

(C)

The facility's refund policy.