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Title 22@ Social Security

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Division 5@ Licensing and Certification of Health Facilities, Home Health Agencies, Clinics, and Referral Agencies

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Chapter 5@ Referral Services

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Article 5@ Personnel Requirements

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Section 74403@ In-Service Training Policy Statement

## **74403 In-Service Training Policy Statement**

### **(a)**

The referral agency shall have written policies and procedures describing the in-service training program for all employees rendering direct service to clients.

In-service training shall include, but not be limited to: (1) Instruction in all policies and procedures of the referral agency. (2) Instructions in the regulations contained in this chapter governing the conduct of referral agencies. (3)

Orientation to the needs and problems accompanying a patient's entry into a health facility. (4) Availability of community resources to which the client may be referred. (5) Information on the types of health facilities and the levels of care, activities and services offered in such facilities. Each employee rendering direct service to clients shall spend at last three days per year making on-site visits to health facilities doing business with the agency.

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Instructions in the regulations contained in this chapter governing the conduct of referral agencies.

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Orientation to the needs and problems accompanying a patient's entry into a health facility.

**(4)**

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**(5)**

Information on the types of health facilities and the levels of care, activities and services offered in such facilities. Each employee rendering direct service to clients shall spend at last three days per year making on-site visits to health facilities doing business with the agency.

**(b)**

In-service training shall be conducted at least quarterly.

**(c)**

The referral agency shall maintain a record of all in-service training conducted by the agency.