

*Ozark Riverview*

*Manor*

**RESIDENT &  
FAMILY  
HANDBOOK**

# WELCOME

Welcome to Ozark Riverview Manor. We are pleased that you have chosen our facility as your current residence. Our objective is to provide you with quality care and a meaningful life whether you are here for a few days or many years. Throughout your stay here you will be served by many different staff all working together to keep you comfortable, safe, and as healthy as possible.

This handbook has been put together to assist you and your family and friends to have the information you need while living here.

We follow state and federal regulations because we are licensed by the State of Missouri and certified to receive Medicaid and Medicare. These regulations are numerous and very specific concerning every aspect of your care. We are inspected at least once a year, without notice, by the Department of Health and Senior Services as part of the Missouri Department of Health. Results are posted in the hallway of the facility for your inspection at any time.

If you have any questions or need more information, please do not hesitate to talk to any department manager.

It is our facility's desire to provide quality care and service. Residents or their legal guardians or representatives are encouraged to discuss any problems concerning treatment, care, operations, etc., with the administrator. We solicit all recommendations/suggestions that would be beneficial to all concerned.

## PERSONNEL

We have a high standard for our employees and are proud of the excellent work they do for our residents. Most of our employees have been working here for at least five years. Their longevity means continuity of care for you.

Any time you are concerned about how our facility works or any aspect of the care we provide, please do not hesitate to talk with one of our staff by phone or in person. Our door is always open to you.

Peggy McGhee is the Administrator and oversees every aspect of the daily care given to the residents.

Tina Cook, RN is the Director of Nurses. She is responsible for the entire nursing staff, and the medical care of each resident. She knows each individual resident and works closely with the physicians to meet residents' needs.

Melissa Hutchinson is the Activity Director. She is responsible for all of the day-to-day activities we provide residents. She is always looking for ways to make our residents happy and content by providing interesting personalized activities.

Rebecca Douglas is the Social Service Director. Rebecca looks forward to being our residents' advocate and assisting with their needs.

Scott Adams is the Dietary Manager. He creates the wonderful menus for each day and supervises his staff to provide nutritious and delicious food.

Joanna Lafferty is the Laundry/Housekeeping. She and her staff are responsible for keeping our building looking and smelling fresh and clean.

Tina Eppler is the Business Office Manager and I.T. assistant. She will be happy to help you with you billing questions.

Our Maintenance staff are responsible for grounds-keeping, building maintenance and fire safety.

## SOCIAL SERVICES

Prior to admission it is imperative that we have a copy of all insurance cards, Medicaid and Medicare cards, and any advanced directives or legal papers concerning Durable Power of Attorney (DPOA) for finance or healthcare.

Memorial services are held in the Family Room at Riverview Residential Place in April and October. We invite the families and friends of each resident who have passed away in the previous six months to participate in a time of remembrance and honoring their loved ones. Invitations are sent out in advance.

Our Resident Advisory Board meets monthly to allow residents an opportunity to give and receive information from each department head. The Social Service Director facilitates this group. Residents can ask questions, give suggestions, voice complaints and give compliments.

Ozark Riverview Manor has a **NO** Smoking policy.

## PERSONAL BELONGINGS

Items to bring upon admission:

1. Clothing to bring:
  - a. Whatever you wore at home is appropriate here. Clothing must be marked with indelible ink or sewn in the nametag.
  - b. Sturdy shoes and slippers.
  - c. Pajamas, nightclothes.
  - d. Additional clothing, if needed for warmth.
2. Personal blanket / pillow, if desired. (We can't guarantee condition after washing.)
3. Furniture - personal chair or recliner. All electrical items must be approved by maintenance to ensure safety.
4. Wall/room decorations/pictures – anything to personalize your room.
5. Marking glasses/hearing aids/dentures before admission is helpful.
6. Inventory sheets are posted inside the closet door. If you bring additional items, add them to the inventory sheet. If you take anything home, delete it from the sheet.
7. Laundry is done at no extra charge.

These items are not permitted in resident's rooms:

- a. Electrical appliances
- b. Electric blankets or heating pads
- c. Throw rugs
- d. Aerosol cans
- e. Anything considered being a danger such as knives, razor blades, scissors, guns
- f. Medications of any kind
- g. Powder

Resident rooms may be inspected for accumulation of personal affects. Boxes may not be stored under the bed or on closet floors. Unnecessary personal articles must be picked up and removed from the facility. The facility reserves the right to clean the room and discard any items considered to be unsanitary and against regulations, fire hazard, or a danger to residents or staff. There is a red taped line above the top shelf in each closet. Due to fire safety, nothing can be stored above this line.

Reminder: Due to limited storage space, Ozark Riverview Manor requires that any and all resident personal belongings left following the death or discharge of a resident be picked up not more than fourteen (14) days following such death or discharge of the resident. Items remaining in storage after fourteen (14) days will be assumed as “unwanted” and will be disposed.

## DAILY LIFE

Each resident's individual preferences in scheduling Activities of Daily Living (ADL's) are accommodated whenever possible. It is your responsibility to inform the staff of preferences including: time to get out of bed, time to go to bed at night, food likes and dislikes, naptime and choice of activities. These preferences are noted upon admission and can be changed at any time. If a resident's preference interferes with his/her health, the family will be included in decision making as to how to proceed. We do not force anyone to receive care against his/her will. However, when someone is admitted, we assume responsibility to provide adequate nursing care.

Residents are **not** allowed to pay employees or give them gifts to perform routine or special services. Small acts of kindness such as cookies, cakes, candy or cards, however, are permitted and encouraged if everyone is included.

You may also show your appreciation for a staff member with the "Excellence in Service Star". If you see a staff member from any department do something for a resident that is above and beyond the expected job, inform Peggy McGhee. She will pass it on to the employee's supervisor, who will present them with an "Excellence in Service Star" Award.

Phone jacks are in each room. To use the phone service, notify the phone company (we use CenturyLink) at 1-573-893-2612. All expenses for the installation and use of a private telephone must be paid by the resident or family member.

Residents are encouraged to maintain only a minimum amount of money in their possession. The facility will deposit funds into a resident funds checking account, if desired. Questions concerning personal funds should be referred to the Administrator, Business Office, or Social Services Department. Appropriate documents must be signed to cover these funds and the accountability there-of.

We encourage the legal guardian or family to take home all valuables (i.e. rings, pins, jewelry, etc.). The resident may retain such valuables. However, the facility cannot be responsible for such items. Each resident may have a locked drawer on his/her bedside cabinet if desired.

Residents are expected to maintain good relations with their roommates. Problems that arise should be discussed with the Director of Social Services. Residents occupying semi-private rooms are expected to share their rooms equally with their roommates.

Residents are expected to be considerate of other residents, staff and visitors. Verbal or physical abuse from residents will not be tolerated and may be cause for discharge.

Family and friends should notify staff each time they take a resident from the facility. This is the responsibility of the family and friends due to the "memory problems" most of our residents have.

Room lights must be turned off at bedtime so as not to disturb other residents. For the safety of the residents, nightlights must be left on at all times.

## MEDICAL CARE

Regulations are specific that all residents must be seen by their physician at least once every 30 days for the first 90 days after admission and at least once every 60 days thereafter.

Our Medical Director, Dr. Jessica King, provides physician services for our residents. Specialists can continue to be seen if desired, but many times Dr. King can provide all care needed without the resident needing to leave for additional appointments. If you choose someone other than Dr. King, you will be responsible for your own transportation to those appointments.

Haven Home Health & Therapy provides Physical, Occupational, and Speech Therapy onsite.

We also provide a restorative nursing program which helps maintain active range of motion.

Other healthcare providers who are available and bill for services separately include:

- Outreach Eye Care, optometrists who usually come every 3 months.
- Next Step Podiatry, podiatrists who come monthly. Residents are seen every 3 months.

Therapy costs may be covered by Medicare Part B and a supplemental policy, if the resident has secured such policy. Therapy services must be ordered by a physician and deemed necessary due to a functional decline in mobility in order to be covered by any third party payer.

Upon admission we make a complete nursing assessment, including your input, which is submitted electronically to the Department of Health & Senior Services. We then create a care plan which covers all aspects of the resident's care including medication, bathing, activity, diet, etc. We invite residents and their family to meet with the managers as we provide a team approach to all care. An invitation is sent to you quarterly. If you need to change the day or time, call the Social Service Director.

When making an outside doctor's appointment for the resident, notify our staff at the same time so we can put it on our calendar and send the appropriate paperwork with the resident when you pick them up.

When picking up a resident for a doctor's appointment, please stop by the nurse's station so we may give you the appropriate paperwork and check with you to see if we should send any medication that might be needed during the resident's absence. Upon returning to the facility from the appointment, stop by the nurse's station to give us any paperwork or information the doctor might have sent back to us.

Transportation to appointments is the responsibility of the resident or family member. If our

staff makes an appointment, we will notify the family after the appointment has been made, so that transportation can be arranged. You may contact the Social Service Director for assistance in arranging for transportation.

Medication (prescription and over-the-counter) should NEVER be brought into the facility without first informing the nurse. Before a resident can keep any medication in his/her room, we are required to have an order from the doctor. The doctor prefers that we keep ALL medications. If you don't check with us first, it is possible you might bring in a medication that would work against another medication the resident is taking.

If a resident leaves the facility and needs medications to go with him/her, we will send the current supply of each medication and the sponsor will be responsible for returning the medication with the resident.

## ACTIVITY

Each resident's desire for activities is encouraged so we can design a program meeting his/her needs.

1. The activity room is available for family use with residents (such as for birthday parties). Advance notice is helpful.
2. We welcome and will consider your input concerning the activities we schedule.
3. We encourage families and friends to share their time, talents and hobbies. We appreciate volunteers. All volunteers, in accordance with regulations, must pass required background checks prior to being involved with the residents and facility activities.
4. Respect the residents by keeping the noise level low when entering or leaving the activity room.
5. Visiting your loved one often is good for them. Privacy will be provided as needed. Visitors are welcome any time.
6. Residents are encouraged to attend all programs.
7. Church services are held on Sunday afternoon in the dining room.
8. Bedside programs are provided for those who are unable to come to the activity room.
9. Televisions and radios are to be played at a reasonable level and turned off or lowered at 9 p.m. if they cause disturbance to others.
10. Monthly and daily activity calendars are posted in the hallways. Monthly calendars are also posted in each resident's rooms.
11. Special activities are planned around holidays.
12. Residents are encouraged to use the back porch and courtyard to enjoy the beautiful country setting.

## DIETARY

1. We work hard to stay in compliance with regulations of state and federal guidelines about nutritional and therapeutic diets.
2. Daily menus are posted in four places in the hallways. Substitute meat and vegetables are offered each meal at residents' request. You are encouraged to place your order at each meal individually, restaurant style. We also offer a salad bar at the noon meal.
3. Substitutes are for residents only. Guests are not allowed to substitute any part of a meal.
4. Family members may eat with residents if arrangements are made ahead of time. Due to limited seating, we must ask that you limit meal time guests to two per resident. Once our seating is filled, we will not be able to accommodate more. You may purchase a ticket at the front desk, take it to the kitchen and give it to a staff member. Tell them who you are eating with and where (resident's room, dining room, activity room, etc.). The cost for guests is \$5 for the noon meal and \$3 for the evening meal. Spouses may eat any meal for \$3.
5. Residents are encouraged to make food preferences known to us. We will try to serve what is desired, if available.
6. Do not compare your meal to that of others. You may not be served the same thing depending on diet orders, concerning desserts, portions or size.
7. A Thanksgiving dinner is provided each year for the residents on the Sunday before Thanksgiving. Families are encouraged to join their loved ones for this dinner for a nominal fee.
8. We encourage residents to eat in the dining room for interaction with others and easier selection of additional foods.
9. We do not provide soft drinks such as Coke and Pepsi. Any special request food item may be brought in and, if labeled with resident's name, kept in the pantry at the nurse's station.
10. All food brought in and retained in resident's room must be in airtight containers and labeled.
11. Meals are served at these times:
  - Breakfast: 6:30 a.m. – 9:00 a.m.
  - Lunch: 11:30 a.m. – 1:00 p.m.
  - Dinner: 5:30 p.m. – 6:30 p.m.

## BILLING

- Each month we send a billing statement to the resident or appropriate responsible party. This statement is typically dated the first or second business day of the month. It contains any prior month balance and the charges for upcoming month less any payments received since the last billing statement was issued. This will include any balance due privately, including Medicaid surplus amounts set by the State of Missouri.
- At the bottom right of the statement is the total amount that is due by the tenth of the month.
- Remember, all room charges are billed in advance with any required adjustments made appropriately at the end of each month.
- Failure to keep accounts current may result in the resident's discharge.
- We reserve the right to assess a late fee of 1.5% (one and one half percent) per month on any unpaid balance. Account balances are considered past due if not paid by the 10th of the month.
- We will be happy to provide the necessary copies of billing documents needed by the responsible party to bill insurance claims. If you need assistance with filing claims, see the Accounting Manager.

## MEDICAID

When a resident is certified as a Vendor Medicaid recipient, Medicaid sets the amount the resident must pay as a monthly deductible. This amount will appear on the regular monthly billing statement. Payment of the bill is expected to be received no later than the tenth of the month. When application has been made for Medicaid, please notify Social Services and the Accounting Manager. The Social Service Director can help with this process.

### **KEEP IN MIND THAT:**

1. Medicaid is a state assistance program available to those who qualify for "vendor status" to help in covering the cost of room, board, nursing care and most medications. It does not cover newspapers, telephone, private rooms, guest meals, cable TV, and special request items. Some medications are also not covered; in this case the pharmacy will bill you for them directly.
2. Application for Medicaid certification should be made to the Division of Family Services before the resident's monies have been exhausted. Contact them at least two months before expected coverage is to begin. You can reach them at 417-679-4616.

Pending Medicaid certification, the amount to be paid Ozark Riverview Manor should be equal to the income a resident receives each month minus \$50 for personal spending. Income includes Social Security, pension, rental income, interest income, etc. The Accounting Manager will assist in determining an estimate of the amount due during this application process.

### **HOME VISITS FOR MEDICAID BENEFICIARIES**

Missouri Medicaid laws allow a Medicaid eligible resident who resides in a nursing facility to be gone from the facility overnight, if medically appropriate, for a total of 12 days during each six-month period. The Medicaid program will pay the nursing facility for these days. The resident's

physician must certify their ability to go on such home leave visits for Medicaid to consider coverage of such leaves.

## INCLUDED IN ROOM AND BOARD RATE:

The following services/items are included in the room and board rate:

- Use of standard bed and furnishings, all bed linens
- Three meals daily from facility menu or alternate menu plus snacks
- Standard wheelchairs and geri-chairs
- Hand feeding
- Incontinent care
- Minor medical supplies such as band-aids, alcohol pads, cotton swabs, safety pins
- Phone jack in room
- Personal care and grooming items such as body soap, shampoo, toothbrush, toothpaste, general nail care items, lotions, shaving cream, disposable razors, deodorant, etc.
- Twenty-four hour nursing care (except for private duty nursing)
- Social services and chaplain care
- Restorative nursing care
- Planned activity program
- Personal laundry services (not including dry-cleaning or other special material consideration)
- Cable hook-up to your TV

## NOT INCLUDED IN ROOM AND BOARD RATE:

The following services are not included in the room and board rate and are billed separately (some may be covered by Medicare or Medicaid)

- Private-duty nursing
- Physical, Occupational, Respiratory, and Speech Therapy
- Laboratory
- x-ray
- Medical supplies such as dressings, wound treatments, intravenous supplies and tube feeding supplies – that are billable to a third party
- Transportation costs to hospital or other medical offices
- Television (other than as provided in facility “living areas”)
- VCR, Satellite TV /and personal telephone in room
- Doctor charges: Physician, Podiatry, Optometry, Dental
- Newspaper delivery

## RESIDENT'S RIGHTS

For a more detailed explanation, see the Social Service Director.

***Each resident has the right:***

1. To exercise his or her own rights.
2. To manage personal funds or ask the facility for assistance in managing personal funds.
3. To be fully informed of his medical condition.
4. To participate in the decision-making process of his/her care.
5. To make grievances and recommendations, and to be in doing so.
6. To examine survey results.
7. To not be subjected to physical, sexual or emotional harm.
8. To not be required to perform services for the facility.
9. To communicate, associate, and meet privately with the persons of his/her choice.
10. To send and receive personal mail unopened.
11. To retain and use personal possessions to the maximum extent that space and safety permit.
12. To ensure privacy for visits by their spouse, if married. If both are residents in the facility, they are permitted to share a room.
13. To self-administer medication, if the interdisciplinary care planning team determines it is safe.
14. To be ensured confidential treatment of all information contained in his/her records.
15. To be treated with consideration, respect, and dignity.
16. To participate in activities of social, religious, community groups at his/her discretion.
17. To retain and use personal clothing and possessions as space permits.
18. To purchase or rent any goods or services not included in the daily room rate.
19. To not have his/her personal life regulated or controlled beyond reasonable schedules and other policies which may be necessary for the orderly management of Ozark Riverview Manor.
20. To be informed of services available in the facility and of related charges.
21. To be transferred only for medical reasons or nonpayment.

Ozark Riverview Manor's goal is to prevent all types of abuse in compliance with federal regulations and in accordance with the Resident Rights. This includes the following:

1. Staff orientation and training/in-services.
2. Screening and criminal background checks.
3. Complaints should be brought to the Social Services Director, Director of Nursing and Administrator.
4. Hotline numbers are posted.

## END OF LIFE

Our goal is to provide a supportive community to improve the quality of life's end for dying persons, their families and friends, and promote a healthy bereavement experience.

### Goals

- A community that recognizes the dying process as a natural part of life and supports those affected in the context of cultural differences.
- A community that finds meaning in the dying process.
- A community that respects informed personal choices at life's end.
- A community that facilitates healthy grieving.

### Core Values

- That death is part of the natural life process.
- That support from family, friends and community will reduce the sense of isolation and suffering often experienced at the end of life.
- That the fears, hopes, life stories, faith and dignity of individuals must be respected during the dying process.

**ADVANCE DIRECTIVES:** *Durable Power of Attorney for Health Care Choices and Health Care Choices Directive*

“Advance Directive” is a general term used to apply to both the Durable Power of Attorney for Health Care Choices and the Health Care Choices Directive. It is a term also frequently used to refer to “living wills.”

An advance directive is a document which communicates your health care treatment preferences in case a situation develops where you are physically or mentally unable to communicate. The U.S. Supreme Court's declaration is recognized and upheld by Missouri state law. Two directives are meant to be used together:

1. A Durable Power of Attorney for Health Care Choices
2. Health Care Choices Directive

### **•DURABLE POWER OF ATTORNEY FOR HEALTH CARE CHOICES**

The Durable Power of Attorney for Health Care Choices provides a way for you to appoint another person (agent) to make health care decisions which you have not already made in your Health Care Choices Directive. The Durable Power of Attorney for Health Care Choices document goes into effect only when you lack the ability to make or to communicate decisions for yourself as determined by your physician.

The Administrator will be happy to assist you in completing and notarizing these documents. It is increasingly important that you appoint this DPOAHC (Durable Power of Attorney for Health Care Choices) for assuring proper care in the future.

### **•HEALTH CARE CHOICES DIRECTIVE**

The Health Care Choices Directive is a document that allows you to state in advance your wishes regarding the use of life-prolonging medical treatment. It is similar to a Living Will but is far more comprehensive than most Living Wills. Further, the Health Care Choices Directive is not limited to use only when you are terminally ill. The Health Care Choices Directive goes into effect only when you can no longer make or communicate decisions for yourself.

Upon admission, you are given information about this end of life program. However, you may not be ready to make the decisions at that time. It is never too late to make your desires about end of life known.

The Social Service Director or the Chaplain is willing to help you with this process at any time.

Hospice care is also available to our residents. They can provide additional support during the dying process. For more information, see the Director of Nursing.

### **•HIPPA**

The Federal Government is now mandating how we can share your health information. We must have a signed authorization to be able to bill and release medical information. You must indicate someone who can authorize this release for you if you become incapacitated.

As well as needing your authorization to release information and obtain information, we now must have your consent for providing care and treatment while residing here. The Social Service Director is responsible for obtaining consents. It is increasingly important that you appoint a family member as Durable Power of Attorney for Health Care to speak for you if you are incapacitated.