



THERAPIST DEADLINES

PAYROLL

- Payroll is always two weeks in arrears which run every other Friday. Refer to the Payroll Calendar for the exact dates.
- Notes must be completed in Kinnser to be paid for the visit.
- Times on Patient Signing form must match times on Kinnser visit note.
- Please complete a notification of time off request 14 days in advance when at all possible. If not possible please submit as soon as able so that we may verify coverage for your patients.

HR

- The following items must be current in order to provide services to the patients: TDL; Auto Insurance; CPR; TB Test; Professional License.
- It is your responsibility to provide and update us on any and all renewed credentials.
- Some companies require additional HR documentation. We will request this upon their request.

PATIENT SIGNING FORMS: What to do?

- Patient must sign on Patient Signing Form (PSF Form) or Kinnser's Visit Verify per every therapy visit.
- Last week's Patient Signing Forms must be submitted to the office each Tuesday. You may hand deliver them to the office at 12808 W. Airport Blvd., Ste. 300 Sugar Land, TX.
- Sterling Staffing Solutions will only pay therapy visit with patient signature submitted to the office by every Tuesday.

NOTE SUBMITTAL DEADLINE:

- Notes are to be submitted to Kinnser within 24 hours from the time of visit so that they may be QA'd and forwarded to the HH Agency within 48 hours from time of visit.
- Every work week starts on Sunday and ends on Saturday of that same week. Therefore, the deadline to submit notes will be on Saturday of every work week.
- Notes returned for correction are to be reviewed and resubmitted within 24 hours.

MISCELLANEOUS

- Should you be the first to hear of a fall or patient falls while visiting, a family member or patient makes a complaint, or anything out of ordinary occurs, please



contact the patient's home health agency and complete an incident report and turn in within 24 hours of visit by faxing, emailing, scanning and Kmailing, Document who you spoke with at patient's home health's agency.

- You will always find the patient referral from the HH Agency under communications as an attachment.
- Carry patient profile sheet with you at all times. You are responsible for knowing the patient information including RN and MD contact info.
- Please keep the therapy visit log in the patient's home that we provide, unless there is one in the home; we wouldn't want duplicate work for you. It will ensure you do not miss these visits as they are vital to patient care, HH Agency payment, and our reputation with the HH Agency to receive future patients.

PENALTIES

PROGRESS NOTES

- Progress Notes Not Entered/Submitted within 48 Hours of the Visit **may be subject to a penalty and/or negatively impact scheduling of future visits** until the Note is entered, or **may result in no payment**.
- Progress Notes must be submitted and approved prior to Therapist being paid for the related visits.

MISSED VISITS

- Unapproved Missed Scheduled Therapy Visits Not Conducted with in the Scheduled Week **may be subject to a penalty and/or negatively impact scheduling of future visits**.
- Penalty will be applied to outstanding payments for past or future visits.

PATIENT SIGNING FORMS

- Patient Signing Form not submitted within 7 days of the therapy visit **may be subject to a penalty and/or negatively impact scheduling of future visits** until the Patient Signing Form is received.
- Patient Signing Form must be **physically received in the office** prior to Therapist being paid for the related visits.

PATIENT CARE

- Patient care is your sole responsibility. Patient neglect and abuse will result in immediate termination and will be reported to the Texas Board of Examiners and APS/CPS
- Falsified visit is grounds for termination.



STATEMENT OF CONFIDENTIALITY

Your work responsibilities done on behalf of Sterling Staffing Solutions will bring you into direct contact with patient records and can cause you to know confidential information about Sterling Staffing Solutions home health patients. Any information about Sterling Staffing Solutions home health patients that is written, read, and/or discussed either intentionally or accidentally is strictly confidential and will be treated that way by you.

The patient's right to privacy is a matter of medical ethics and is protected by law. Inappropriate discussion of any patient information by Sterling Staffing Solutions home health contractors is a violation of that law.

You will not discuss with anyone, other than members of Sterling Staffing Solutions staff and the patient's referring home health agency, any information regarding patients referred to you by this agency.

Name (print): _____

Signature: _____ Date: _____