

HENDRICK HOME HEALTH
4310 BUFFALO GAP RD SUITE 2001
ABILENE TEXAS 79606
(325) 670-2490

PATIENT ACCEPTANCE POLICY/PROCESS & CURRENT LIMITATIONS:

At the time of referral, the following will be reviewed to determine acceptance of the patient/client for home care:

- Eligibility criteria such as insurance, face to face, homebound status, skilled need/medical necessity, etc.
- Capacity to provide appropriate care/services
- Is able to meet the anticipated needs of the patient.
- Caseload, case mix, and staffing levels are appropriate to provide the needed care and services.
- Clinical staff have the appropriate skill set / competencies to provide needed and anticipated care.
- If these criteria are not met, the patient referral will not be accepted and/or they will not be admitted for services.
- If it is determined that a patient is not appropriate for home care upon admission or throughout the course of care, the patient will be referred to alternative care options.

Effective January 1, 2025: Potential limitations regarding services offered by the Agency related to the types of specialty services, service duration or service frequency are reviewed at least annually. The following limitations are effective at this time:

- We do not accept patients requiring skilled services for ventilator care.
- Referrals for Medicaid patient(s) are accepted on a case by case basis with review of: homebound criteria, staffing availability, and ability to safely care for the patient.
- Referrals in our licensure service area(s) including Haskell, Hamlin, Breckenridge, Eastland, Winters, Ballinger, and Coleman are accepted on a case by case basis with review of: staffing availability, and ability to safely care for the patient.
- Limited availability to take and maintain high risk patients needing higher acuity care such as: tracheostomy, pleural drainage systems, etc. Acceptance is based on staffing availability, location/proximity to Abilene, and ability to safely take care of the patient.