**POLICY**

Care and services will be available to the Ohio Living Home Health and Hospice patients 24 hours per day, seven (7) days per week.

Personnel will be available to accept referrals to home care services 24 hours a day, seven (7) days per week.

Routine visits will be performed on weekends or after regular business hours when dictated by the type of care required (e.g., daily wound care, IV medication administration, etc.), when specifically ordered by the physician and/or upon the patient’s preference. Ohio Living always takes Patient and/or family needs under consideration when scheduling and providing care.

**PROCEDURE**

1. The Clinical Team Leader, Administrator or designee will assign the patient to a clinician/technician based on the patient’s need and level of care required, geographic area, and qualifications of organization personnel needed.
2. Ohio Living Home Health and Hospice will only accept a referral when the ordered services are available within that site’s defined geographic area.