### PURPOSE

To ensure the coordination of services provided by the organization and by other service providers.

### POLICY

A Case Manager is assigned and responsible for coordinating services provided to each patient by the organization, including services provided directly and through contract. The Case Manager will act as liaison with other organizations or individuals also providing care to the patient to assure effective coordination of related services.

### PROCEDURE

1. All referrals to other service providers will be documented in the clinical record.
2. Contract therapy providers will be responsible to contact the physician (or other authorized licensed independent practitioner) for orders for evaluation and treatment.
3. The Case Manager will be responsible for the coordination between service providers, which will include, but not be limited to:
   1. The organization personnel’s understanding of each organization's/individual's responsibility in providing care.
   2. Initiation of communication with other organizations/individuals when there are significant changes in the patient’s overall care.
   3. Monitoring duplication or conflict of services provided by various organizations or individuals. If anyone is aware of duplication or conflict, attempts to correct the situation are necessary.
   4. Any concerns will be communicated to the Clinical Supervisor or designee. Ongoing communication regarding issues and concerns with the organizations or individuals providing care will be the responsibility of Ohio Living Home Health leadership team.