



ESSENTIAL QUALITY CARE

AGENCY DISCLOSURE STATEMENT

Client's Name: _____

Date: _____ / _____ / _____

The purpose of this Disclosure Statement is to provide you with information about our In-Home Care Agency.

OFFICE LOCATION, HOURS AND ADMINISTRATION

Agency Name: Essential Quality Care, LLC (EQC)

Address: 7133 N. Lombard St, Portland, OR 97203

Agency Administrator: Vida Djorgee

Phone Number: (503) 853 - 8551

Fax Number: (503) 575 - 2428

E-Mail: admin@eqchomecare.com

Website: www.eqchealth.com

Office Hours: Monday to Friday, 8:30AM - 4:30PM

Agency Owners: Dr. Francis Djorgee & Vida Djorgee

LICENSE CLASSIFICATION AND SERVICES OFFERED

Essential Quality Care, LLC is licensed by the State of Oregon, Oregon Health Authority, Health Care Regulation and Quality Improvement and is classified as a COMPREHENSIVE In-Home Care Agency.

Services include personal care, homemaking and companionship. This means our agency provides personal care services that include medication reminding plus medication services and nursing services. A registered nurse is on staff to provide care management, care oversight and medication management.

Essential Quality Care, LLC can only accept or retain clients for services for whom we can ensure that:

- We have the capability to meet the in-home care needs of our clients;
- We employ a sufficient number of trained and competent staff and have adequate resources to provide the needed or requested services; and
- We are able to coordinate our services with the care and services provided by other organizations and individuals to our clients.

QUALIFICATIONS OF STAFF PROVIDING OVERSIGHT OF MEDICATION SERVICES

Essential Quality Care, LLC has a registered nurse (RN) on staff who holds a license in good standing from the Oregon State Board of Nursing. The RN provides both supervision and training to our caregivers and manages the medication and nursing services provided to our clients. The RN reports to the agency’s administrator who oversees the operations, systems and services of the agency including hiring of all staff.

Our services are person-centered and are designed to support independence by assisting individuals of all ages with their personal care needs in the comfort of their own homes. Our services include; personal care services, homemaking services, companionship, medication reminders, medication services and nursing services. More specifically, our services include:

Personal Care	Medication Services:
<p><i>Provide assistance with</i></p> <ul style="list-style-type: none"> ● Bathing; ● Personal grooming and hygiene; ● Dressing; ● Toileting and incontinence care; ● Mobility and transfers; ● Nutrition/hydration and feeding; ● Mental cognitive issues; and ● Medication reminding 	<ul style="list-style-type: none"> ● Providing assistance with self-administration of non-injectable medication ● Providing medication administration ● Creating medi-sets <p><i>Oversight, training and observation of return demonstration of medication services are provided by Essential Quality Care’s RN.</i></p>
Housekeeping/Companion Services:	Nursing Services:
<ul style="list-style-type: none"> ● Meal preparation ● Light housekeeping ● Laundry ● Shopping ● Transportation ● Pet care ● Activities, and ● Companionship 	<ul style="list-style-type: none"> ● Conducting assessments & evaluations of client’s health status ● Delegating tasks of nursing to caregivers ● Monitoring and supervising caregivers ● Reassessing client’s nursing and medication needs ● Coordinating & managing client’s care with physician/medical practitioner and others ● Medication management and oversight

IT IS NOT WITHIN THE SCOPE OF THE AGENCY'S LICENSE TO MANAGE THE MEDICAL AND HEALTH CONDITIONS OF CLIENTS WHO ARE NO LONGER STABLE OR PREDICTABLE.

QUALIFICATIONS & TRAINING REQUIRED OF STAFF PROVIDING DIRECT CLIENT CARE

Registered Nurse (RN)

On occasion, the agency's RN will provide direct client care. S/he will have completed requisite coursework for either a bachelor's or associate's degree in nursing from an accredited college. The RN will possess a license in good standing with the Oregon State Board of Nursing. The RN, while an employee of Essential Quality Care will keep her license current and stay current on continuing education as needed. As with all staff who have direct client care, the RN will go through a criminal records check.

Caregiver Qualifications

Essential Quality Care, LLC employs competent, responsible and compassionate caregivers that:

- Are at least 18 years of age or older;
- Have a high school diploma, a high school equivalency, or a GED;
- Possess sufficient communication and language skills to perform their duties and interact effectively with both clients and agency staff;
- Successfully pass a criminal records check;
- Successfully pass a drug screening test & agree to take other drug screening tests during their employment with the agency; and
- Possess a current and valid driver's license.

Essential Quality Care, LLC also hires certified nursing assistants (CNAs) who have received approved training, have successfully passed the state certification examination, and have maintained their certification with the Oregon State Board of Nursing.

Caregiver Training

All caregivers, whether they are CNAs or not, are required to complete the Agency's New Hire Orientation. For those caregivers who are not CNAs, Caregiver Basic Training is eight (8) hours long. The training provided includes evaluation of each caregiver's competency in the subject matter, both via direct observation and written or oral testing, and includes following subjects:

- Caregivers' duties and responsibilities;
- Recognizing and responding to medical emergencies;
- Dealing with adverse behaviors;
- Nutrition and hydration, including special diets and meal preparation and service;
- Appropriate and safe techniques in personal care tasks including:
 - Bathing, Personal grooming and hygiene, Dressing/undressing, Toileting and elimination, Mobility and movement, Nutrition/hydration and feeding, Tasks related to care of the client's physical body, such as foot or nail care, and Medication reminding;
- Methods and techniques to prevent skin breakdown, contractures, and falls;
- Hand washing and infection control;

- Body mechanics;
- Maintenance of a clean and safe environment;
- Fire safety and non-medical emergency procedures;
- Assisting clients with self-directed or client representative-directed non-injectable medication administration;
- Cultural competence;
- Abdominal thrust and first aid;
- Other subjects based on the needs of special populations served, such as taking vital signs, proper use and maintenance of medical devices & equipment used in the home (i.e., catheter care, Hoyer Lift, & oxygen use).

Our caregivers also receive a minimum of four (4) hours of medication training. The medication training also includes return demonstration of required skills and observation of those skills by the agency’s RN. The medication training consist of: medication abbreviations; documenting medication administration by demonstrating the use of the MAR; reading medication orders and directions; reading medication labels and packages; setting up medication labels and packages into secondary containers; administering non-injectable medications; identifying and reporting adverse medication reactions, interactions, contraindications and side effects; infection control related to medication administration; and techniques and methods to ensure safe and accurate medication administration. The training is conducted before the caregiver is assigned to a client who requires such services.

Essential Quality Care, LLC further requires newly hired caregivers to successfully complete cardiopulmonary resuscitation (CPR) certification training.

Finally, all caregivers are required to complete seven hours of continuing education each year that includes at least one hour of training on medication administration.

CHARGES FOR SERVICES

SERVICE	FEES	
Initial Assessment*		
Weekdays	\$360	
Weekend & Nights (7:00pm-7:00am)	\$360	
<i>*Initial assessment fee is credited to clients’ accounts who hire Essential Quality Care LLC.</i>		
Housekeeping/Companion Services		
Weekdays – 7am to 7:00 pm	\$50.00/hour	
Weekends & Nights (7:00pm-7:00am)	\$60.00/hour	
Personal Care Service	One Person	Two People
Weekdays – 7am to 7:00 pm	\$50.00/hour	\$80.00/hour
Weekends & Nights (7:00pm-7:00am)	\$60.00/hour	\$90.00/hour
Nursing Services: (Provided by RN)	One Person	Two People
Client Intake Weekdays – 7am to 7pm	\$400.00	\$550.00
Delegation Services Weekdays – 7am to 7pm	\$180.00/hour	\$330.00/hour
Direct Nursing Services Weekdays – 7am to 7pm	\$200.00/hour	\$350.00/hour
Administrative Services	One Person	Two People
Administrative Assistance for Survey Corrections	\$300.00/hour	\$450.00/hour
Mileage*		

ESSENTIAL QUALITY CARE. LLC

When EQC employee uses his/her vehicle to transport the client or run errands for the client on the client's behalf, during their assigned work shift	\$0.56/mile (2021 IRS business rate)
Overtime	
Services provided over 40 hours a week for one caregiver	1.5 x regular billing rate
Holidays	
<ul style="list-style-type: none"> ● New Year's Day ● Martin Luther King Day ● President's Day ● Memorial Day ● Juneteenth ● Independence Day ● Labor Day ● Veterans Day ● Thanksgiving Day ● Christmas Day 	1.5 x regular billing rate
Billing	
Clients will be billed for a minimum of 2 hours of services. Thereafter they'll be billed in 15-minute increments.	
If a client receives any combination of housekeeping/companion, personal care, medication services or delegated tasks of nursing, the client will be billed at the higher rate for services rendered. (i.e.: if a client receives housekeeping, personal care and medication services during a shift, the client will be billed at the higher medication rate for the services provided during that shift.)	
Deposit	
A deposit equivalent to the cost of two weeks of service will be collected prior to the start of services.	

SERVICE PLAN DEVELOPMENT

The Agency Administrator or the administrator's designee will meet with each prospective client, client's representative and/or family members to assess the client's physical, mental and emotional needs. Based on this assessment and in conjunction with the client or the client's representative, the agency will complete a written service plan that will be client-directed or client representative-directed and include the specific services to be provided, the schedule for those services and any pertinent information for the safe and appropriate provision of care. If the service/care plan is not fully developed at the initial consultation, it is completed within 7 days after the initiation of services. As a rule, the initial consultation is conducted at the client's home or, occasionally, where the client is temporarily residing, i.e., in the hospital or at the rehabilitation center.

The service plan will be reviewed at least every 90 days. If the client's care needs or preferences change, the service plan will be amended to reflect those changes. Charges incurred by the client are based on the level of care that is deemed necessary and agreed upon by the client or client's representative.

Our RN will also participate in the development and updates of the service plan when medication or nursing services are provided. The service plan and revisions are maintained in the client's office file (original) and the client's home file (copy). One copy of the service plan/revisions is also provided to the client.

The charges for services will be determined by the service plan developed. If the service plan changes, the charges for services may also change.

BILLING, PAYMENTS & DUE DATES

A prepaid deposit equal to two week's prospective fees is paid at the time services are initiated. Thereafter, fees are billed every two weeks for services in advance. We issue a refund upon termination of services if your account has been paid in full and when your account has a credit balance. Disputed charges must be brought to the attention of the administrator for resolution. Fees for services provided are not refundable unless otherwise determined.

Invoices record the dates of service, the hours worked, per hour fees and the services provided.

We bill a minimum of two hours per visit, including under the circumstance that a client cancels a scheduled visit within twenty-four hours of the start time of the visit. Thereafter, we bill in one-quarter hour increments, rounding up to the next fifteen minutes.

We bill overtime and holidays at one-and-one half times the regular fee.

Payments

Fees for the following two week's services are due upon receipt of the billing statement. Payments may be made by mailing checks to our office. We, also, accept cashier's checks and credit card payments. Payment is NOT to be given to the agency's caregiver(s); nor are they to be paid directly. All payments are to be made to Essential Quality Care LLC.

EQC will assist clients in billing their insurance by providing documentation required. However, the insurance carrier will make reimbursement directly to the client, therefore the client is liable for charges incurred and must provide payment to Essential Quality Care, LLC.

A finance charge of 1.5% per month will be charged on all invoices past due for thirty (30) days from the date of the invoice. Should any balance be referred to collection, the client further agrees to pay all reasonable costs of collection including attorney's fees, court costs and interest.

Clients will be charged \$50.00 for a returned check (insufficient funds).

CLIENT NOTIFICATION OF INCREASES IN COSTS OF SERVICES

If **Essential Quality Care, LLC** increases the fees being charged for services, clients will receive written notice no less than thirty (30) days before the scheduled increase. However, if

the increase for the cost of client services is due to an increase in the number of hours of care or the type of care being provided, as per the client or the client representative's request, then the notification of the increase will be provided on the billing invoice documenting the date of the request and the subsequent increase in the cost for services. The client's Service Plan will be updated to reflect the increased hours and/or type of services being provided.

REFUND POLICY

For any funds left over at the termination of services, due to the initial two week deposit of estimated service charges, **Essential Quality Care, LLC** will apply these funds to the final bill and return any remaining funds within 14 business days of the termination of services.

If it is determined that **Essential Quality Care, LLC** has been incorrectly over paid for services, the appropriate amount of funds will be refunded or credited to the client or client's representative account.

TERMINATION OF SERVICES

By the Agency

- **Essential Quality Care, LLC** will terminate services immediately via oral or written notice if the safety of the agency's staff or the client cannot be ensured. If oral notice is provided, the agency will also provide the client with a written confirmation of the oral notice of termination of services within 10 working days.
- In the event of nonpayment for services, the agency will provide the client or the client's representative with a 48-hour written notice of termination of services.
- **Essential Quality Care, LLC** will provide the client or client's representative with a 30-day written notice of termination of services for reason(s) other than the above and will specify the reason(s) for the termination of services, which could include but is not limited to the following:
 - The agency no longer has the capability to meet the in-home care needs of the client;
 - The agency no longer employs a sufficient number of trained and competent staff or no longer has adequate resources to provide the requested or needed services; or
 - The agency is unable to coordinate its services with the care and services provided by other organizations and individuals.

By Client or Client's Representative

Essential Quality Care, LLC requires a 24-hour oral notice be given for cancellation or change of a scheduled shift, except in the case of death or hospitalization. If the client does not provide a 24-hour notice before cancelling a shift, the client will be billed for two hours of services that were scheduled. To cancel services, clients are asked to call the agency at (503)853-8551.

If a client or client's representative wants to terminate all services, not just change the schedule or cancel a shift, the client must provide a 14-day written notice of terminating services or the

administrator or designee will include an additional charge in the client's final invoice in the amount of one day's worth of service for every day in which the notice was less than 14 days. (For example: If the client provides 5 day's written notice, the client will be charged an addition of 9 days of service; or if the client provides 10 day's written notice, the client will be charged an addition of 4 days of service.)

REIMBURSEMENT FOR STOLEN, BROKEN OR MISAPPROPRIATED PROPERTY OR FUNDS

If it is found that one of our staff members has stolen, broken or misappropriated property or funds, after an investigation has been made, we will reimburse the client for their loss, or replace the object broken, if possible. The administrator or designee will make the client whole and will work with the client or client's representative to agree upon the amount stolen or misappropriated or the amount of the object or item broken or taken. We will reimburse the client for the agreed upon amount. If it is possible to replace the item, then the item will be replaced. Depending on the amount of funds found to be stolen or misappropriated or broken, we may need to file a claim with our business liability insurance company.

TO CONTACT THE AGENCY'S ADMINISTRATOR, DESIGNEE, OR DELEGATE, PLEASE CALL: (503)853-8551.

This disclosure statement will be made available in an alternate format at the client's request.

Client's or Client's Representative's Signature

Date