



Foundation for Positively Kids, Incorporated WELCOME LETTER

Dear Positively Kids' Patient/Family:

Thank you for choosing the Foundation for Positively Kids to provide healthcare services for your child and family. We are very excited that you are taking the steps to become part of the Positively Kids family. Our mission is "to deliver high quality health care services for children of Southern Nevada, with an emphasis on providing quality of life for medically fragile and/or developmentally delayed children, age birth to 18, and their families."

Our programs are staffed with licensed physicians, dentists, registered nurses, nurse practitioners, service coordinators, developmental specialist, therapists, and other qualified health and mental health care professionals. Our physicians are Board Certified in pediatrics and have been providing pediatric health care in Clark County for many years. Our staff includes bi-lingual healthcare professionals and information is provided in both English and Spanish. Other translation services are also available. When deemed appropriate a patient's care is assigned a health coach who works with families to meet the health care needs of their children.

Positively Kids' Health Clinics are organized to serve as a **Patient Centered Medical Home**. A Patient Centered Medical Home is how comprehensive, primary health care is delivered to your child. Whatever the medical needs – primary or secondary, preventive care, acute care, chronic care, or end-of-life – your child has a medical "home"; a single, trusted doctor and care team, through which quality healthcare is provided. PK puts you, the patient/family at the center of the health care system. At PK we offer care that is Accessible, Continuous, Comprehensive, Family-Centered, Coordinated and Compassionate.

Our agency also has relationships with a number of physicians and physician groups who provide specialty care. Referrals are made to these physicians when Positively Kids' patients need access to a specialist.

Our programs accept a variety of health insurances, as well as Medicaid and/or Nevada Check Up. Many children seen at our programs are eligible for Medicaid or Nevada Check Up as a method to cover the cost of healthcare services. However, some families have not been able to secure Medicaid funds and/or do not know how to apply. A referral will be made by our staff to one of our Outreach and Enrollment Specialists who will assist in preparing the necessary application for Medicaid or Nevada Check Up services.

For families who do not qualify for medical insurance, our clinics offer a sliding fee scale based on the national poverty rates. Early Intervention services are state funded and offered at no cost to families with eligible children birth to three years of age.

The Positively Kids' FACT Sheet will provide information to help you access the full range of services available at Positively Kids. Also, we ask that you take a moment to complete a Patient Satisfaction Survey, when requested, so that we may continually improve our services. Please know that we are here to provide the best care for children seen in our programs, and we look forward to a long and rewarding relationship to better the health of our children and their families.

Sincerely,
Fred Schultz
Fred Schultz, C.E.O.

PATIENT RIGHTS

Receive healthcare services without discrimination as to race, color, creed, sex, disability, national origin, or age (0-18 years)

- Be informed in writing of their rights and responsibilities before treatment begins
- Respect and dignity; to have his/her property treated with respect
- Be fully informed in advance about the care and treatment to be furnished including the disciplines that will furnish the care and the proposed frequency of visits
- Reasonable, advance notice of any changes in the care of treatment to be furnished and any changes in services or charges
- Participate in planning care and treatment or changes in care and treatment
- Refuse services to the extent permitted by law and to be informed of the possible consequences of this action
- Be informed of the extent to which payment may be expected from Medicaid or any other payer known by the agency
- Be informed of the charges that will not be covered by Medicaid or any other providers
- Be informed of the charges for which the client may be liable
- Formulated Advance Directives if applicable
- Have the agency comply with the Advance Directives in accordance with state law requirements or be informed that the agency cannot implement an Advance Directive on the basis of conscience
- Choose providers and communicate with those providers
- Be admitted for the service only if the agency has the ability to provide safe, professional care at the level of the intensity needed. Clients have the right to reasonable continuity of care and if denied service for any reason; the right to be referred elsewhere
- Review all health records pertaining to them unless it is medically contraindicated in the clinical record by the physician
- Be informed of the procedure to follow to lodge complaints with the agency about the care that is, or fails to be furnished and regarding the lack of respect for property
- Know the disposition of such complaints
- Voice grievances or request a change of caregiver without fear or reprisal or discrimination
- Be free from physical or verbal abuse
- Confidentiality of all records, communications, personal information and protection from disclosure of medical and financial information (see HIPAA information below)
- Be advised of the agency's drug-free workplace policy
- Be advised in writing of the state's phone number for complaints or questions
- Be informed of patient rights regarding the collection and reporting of OASIS information (not pertinent for all patients, see CMS website for further information) and that it will only be disclosed for legitimate purposes allowed by the Privacy Act
- Report concerns with insurance fraud (see www.nvaging.net/ for Medicaid or your personal carrier for further instructions).

PATIENT RESPONSIBILITIES

Participate in development and review of the plan of care or services

- Provide a complete and accurate medical history
- Provide full and honest information about financial and environmental matters that affect the client and reveal changes as they occur during the time care is being provided
- Reveal changes in status or ability to follow instructions
- Assist in providing and maintaining a clean and safe home environment
- Be present at the home/clinic location at the agreed upon time and notify agency for any change or cancellation
- Inform the agency of the existence of or any changes in an Advance Directive.

PATIENT PRIVACY

The Foundation for Positively Kids strives to keep all our patients' medical information secure and confidential. The Health Insurance Portability and Accountability Act (HIPAA) has created standards to protect patients' privacy. Important aspects of HIPAA and your rights are listed below. If you have any questions or concerns, a more detailed listing is posted in the clinic or you may contact our administrative office at the number below for more information.

Examples of Protected Health Information:

Name, address, birth date, email address, medical records, prescriptions, lab work, test results, billing records, referrals and claim information.

Examples of times we may share this information without your written consent:

Reporting certain communicable diseases to state agencies, sharing with legal authorities (i.e. court order, subpoena, concerns of abuse), reporting to coroners and/or funeral directors (note that we will do our best to share only the most pertinent information to these covered entities).

As a patient or legal guardian, you have the following rights under HIPAA:

The Right to receive this written notification of standards

- The Right to access the medical record (see administration for information on requesting copies)
- The Right to request an amendment
- The Right to an accounting of disclosures
- The Right to request restrictions on releasing your medical information
- The Right to complain if you feel that your or someone else's rights have been violated
- The Right to receive notice if there has been a breach in security.

You also can learn more about your rights, including how to file a complaint from the Web site at www.hhs.gov/ocr/hipaa/ or by calling 1-866-627-7748.

WELCOME FACT SHEET

POSITIVELY KIDS' HEALTH CARE SERVICES AND PROGRAMS

- **Well-Child Check-Ups** – The Healthcare Clinics employs Board Certified Pediatricians and Nurse Practitioners and bilingual health care professionals to provide examinations which include routine medical check-ups, immunizations, early and periodic screening diagnosis and treatment (EPSDT) /for new patients, sick visits, school physical examinations, sports/camp physicals, and other routine care/treatment. Positively Kids is part of Nevada's VFC program. We can only provide immunizations to children who receive Medicaid, NV Check Up, or are on the sliding fee scale. Positively Kids does not provide immunizations for children with private insurance.

Location: 701 N. Pecos Road, Building M (Clinic entrance is located off Bonanza Road), Las Vegas, Nevada 89101

And: 2480 E. Tompkins Ave, Suite 101, Las Vegas, Nevada 89121

- **Sick Care** – Children who are ill can be seen the same day at the Healthcare Clinics listed above. We have an on-site medical laboratory to assist in diagnosing and treating childhood illnesses.
- **Health Care Coach** – Health Coaches, referred by our providers, will work with families, many of whose children have disabilities, developmental delays, and/or chronic health problems - e.g. asthma, obesity, diabetes, chronic heart disease, etc. Our primary goal is to assist our patients and their caregivers to focus on preventive care and/or on appropriate self-management of chronic diseases to improve the child's overall health outcomes.
- **PK Health Insurance Program (PK-HIP)** – PK-HIP helps uninsured families enroll their child(ren) in Medicaid and/or Nevada Check Up which are public insurance programs that serve low income children & families. Free one-on-one application assistance is available all year around. Call # 1-855-777-5447 to speak with one of our Outreach and Enrollment Specialists.
- **Early Intervention** – Early Intervention is a home-based intervention program for children birth to three years of age who have a developmental delay or a disability. If your child qualifies for services, we send a highly skilled team of therapists into the home to teach strategies and empower you to be an advocate for your child. The services are provided at no cost. Contact Positively Kids at (702) 445-2263 for more information.

Intake Clinic Location: 2480 E. Tompkins Ave, Suite 101, Las Vegas, Nevada 89121

- **Medical Wraparound Care for Children** – Children referred by the Department of Family Services receive RN case management for caregivers (families, friends or foster parents) of medically dependent/fragile children ages 0-18 with training and support.
- **Home Health – Intermittent Skilled Nursing** – Provides RN/LPN visits in the home, usually as a transition from the hospital providing a plan of care. Doctor referrals only.

Location: 2480 E. Tompkins Ave, Suite 222, Las Vegas, Nevada 89121

- **Pediatric Skilled Respite Program** – Provides a LPN/CNA professional in the home to assist with care and relieve parents and other caregivers of the stress arising from taking care of a special needs child – bestowing a gift of time.
- **Pediatric Medical Day Care Program** – Provides a comprehensive mix of healthcare, childcare, education and social services, all under one roof for children ages 6 weeks – 12 years who qualify. The program is staffed by RN's, LPN's, and CNA's. It is designed as an inclusive environment where children learn, play, grow together and accept each other's differences, with a continuum of medical care prescribed by their doctors in a stimulating daycare environment.

Location: 2845 Mohawk St., Las Vegas, NV 89146

- **Dental Care** – Children who need dental care may be referred to our Board Certified dentist, Dr. Steven DeLisle. He provides regular dental check-ups such as: fillings, extractions, and x-rays. His office has experience in accommodating special needs patients, who require sedation during dental procedures. Dental appointments are available two to three days a week at each healthcare clinic locations.
- **Behavioral Health** – We provide all general pediatric care for behavioral health problems. We have resources to address substance abuse, mental health problems, disciplinary problems, attention deficit hyperactivity disorder (ADHD), and other behavioral issues. Perceptions, a behavioral health organization specializing in youth and adolescents, provides behavioral health care through single and group counseling sessions.
- **Pharmaceutical Dispensary** (*Pecos location only*) – Children who are examined and receive prescriptions from one of the authorized providers at this location, may have their prescriptions dispensed immediately before they leave the clinic.
- **Eye Care for Kids** – This charitable, not-for-profit organization helps visually impaired, low income children and underserved families with professional eye care services and glasses. Their new mobile bus visits our Pecos healthcare Clinic monthly to provided optometric and optical services.

SCHEDULING AND CANCELLATIONS

PKEI shall ensure that our service delivery will be implemented as identified in the child's Individualized Family Service Plan (IFSP), to the best of our ability, following the policies below. PKEI respects and values each member of the team for the time dedicated to serving the child and family, as well as the family's dedication to helping their child.

1. Initiating Services –

- a) Once a child's IFSP is developed your team will be assigned, make contact to schedule, and complete an "Initiation of Services" visit. In all cases, services will begin no later than 30 days from date of IFSP.
- b) Families will be provided with an annual agency calendar to help see scheduled appointments
- c) Developmental Specialists (DS) / Therapists shall confirm a scheduled appointment through mostly texts the day before with each family. Please respond promptly so that PK staff can coordinate their work day. It is suggested that you store each PK staff person in your cell phone by their service.

2. Scheduling New Children –

- a) Families should be aware that other children are already in service with established appointments with each DS/therapist assigned to them. Consideration shall also be given to where the DS/therapists are driving for their current home visit.
- b) In setting up initial appointments for newly enrolled children and/or with a new DS/therapist, DS/therapist will offer as many appointment times as possible. Sometimes it may take up to two weeks to fit a family into a schedule as time slots become available.
- c) DS/Therapists will make every reasonable effort to schedule new families in a way that considers the needs of the newly assigned child/family. If they are unable to immediately meet the family's preference, DS/therapists are to indicate to a family an approximate date that they may be able to offer a time slot to better meet their preference. The DS/therapist shall document all options offered.
- d) DS/Therapists shall also keep new children in mind for scheduling as a fill-in appointment when there are cancellations and they are in reasonable driving distance to the home. Families can determine if they are willing to be put on a list to be called if there is a cancellation and can be fit into a DS/therapists schedule on short notice.
- e) The needs of all families served must be considered as well as the DS/therapists need to schedule appointments in an efficient manner to deal with driving distances. This requires that families may need to alter their current schedule as possible; be flexible (i.e., as their child grows and can change for a later time to allow other infants to have early morning appointments, etc.) and recognize that there are ever-changing travel and time logistics with each new family that enters the system and a DS/therapist caseload.
- f) At times, our PKEI staff leave our program and we will make every effort to do a warm hand off visit with the new team member. All make-up visits will be arranged if needed during the transition time.

3. Cancellations by Therapists –

- a) If the DS/therapist cannot keep a scheduled appointment, the family will be given a minimum of 24 hours' notice of the cancellation unless prevented by an emergency.
- b) The family should be given alternative times to reschedule the session. It is acceptable to do a double visit only if there are no other times/days that work for the family.
- c) PKEI part-time and full-time employees have holiday, sick and vacation time. DS/Therapists are to inform the family a week in advance of any planned time off. In the case of illness, DS/therapists shall give families as much notice as possible to cancel the appointment and reschedule. When DS/therapist take a vacation it is sometimes difficult for PK staff to rest unless they attempt to squeeze all their monthly visits in. Please let your DS/SC/therapist know if you are willing to waive a visit when staff take approved vacation time. The therapist will make a reasonable effort to make up missed sessions for time missed due to (their) illness. If a therapist misses more than two weeks, they will schedule missed visits at next session.
- d) If a parent has concerns about excessive DS/therapist cancellations then they are to bring this matter to the attention of the PKEI Supervisor Wendy Nelson, wendynelson@positivelykids.org @ 702.262-0037 ext. 305 and/or to their child's Service Coordinator to gain resolution.

4. Cancellations By Families –

- a) Parents must call/text and cancel any scheduled DS/therapist appointment when their child is ill, especially with any communicable illness. Phone calls/text messages should be made the evening before or in the early morning, between 7:00am – 8:00am via DS/therapist cell phones. If unable to reach or no response to text by scheduled DS/therapist, parents will call the PK Intake cell phone: 702-445-2263 as soon as possible.
- b) *PKEI staff are not required to make up a session cancelled by the parent/guardian due to the child's illness or family vacation.*
- c) Except in emergency situations, if any DS/therapist arrives at a home and is canceled at that time, with no prior notice, families will be credited for that session and shall sign the Verification Log form that the DS/therapist was present.
- d) If no one is home upon arrival, DS/therapist will wait 15 minutes and then leave a note on the door indicating their missed appointment. This constitutes a “No Show” and families will be credited for that visit. The DS/therapist will have the family sign the verification log at the next scheduled appointment, indicating this missed session.
- e) PKEI staff are not required to make up a “NO SHOW” session cancelled by the parent/guardian.

5. Frequent Cancellations By Families –

- a) Appointments that are frequently missed will be reported to the PKEI Supervisor in an effort to determine any conditions that may warrant further attention, or a change in services or a change in DS/therapist.
- b) Families who have frequently missed appointments will be contacted by mail if we are unable to reach them after three documented attempts by phone. Services will not be reinstated until there is clarification to the problem and resolution to maintain appointments.
- c) DS/Therapist will not continue to keep a space open for families who have not been able to contact in over two weeks and until there is clarification from Service Coordinator and/or PKEI Supervisor as to how to proceed.
- d) Once the problem is resolved and approval given to reactivate services, the DS/therapist is to phone the family in advance to continue the appointment before going to the home by calling the family directly and/or checking in with the office if there is no response by phone.

6. Punctuality of Therapists –

- a) DS/Therapist will always attempt to maintain a punctual schedule. We appreciate your help in maintaining our schedule by not delaying our departure.
- b) Due to extenuating circumstances or unexpected traveling conditions, a 15-minute leeway must be allowed for DS/therapist arrival. However, DS/therapist will also contact families as soon as possible to inform them of the delay. All attempts will be made to contact you if later time needs to be scheduled. If DS/therapist is late they will still complete a full session.
- c) Please do not schedule other appointments too close to the end of the session, if possible. Inform the DS/therapist in advance of any closely scheduled appointments to assure your full session.

AGENCY CONFLICT RESOLUTION PROCEDURES

At PKEI, we pride ourselves on providing quality services to our families. We hope that you will continue to be satisfied and comfortable with the services you receive at Positively Kids. Your satisfaction is important to us!

If you are at any time concerned about your services through PKEI, please refer to the agency conflict resolution procedure below. Please be assured that your concerns will be kept confidential and will no way jeopardize the services you receive through the early intervention system at PKEI.

The steps to take for conflict resolution are as follows:

- a) Discuss the problem with Developmental Specialist/Service Coordinator/ and/or therapist servicing your family.
- b) If you are uncomfortable speaking to PK staff or if the problem is not resolved, contact your service coordinator.
- c) If unresolved, contact the program Supervisor, Wendy Nelson wendynelson@positivelykids.org or 702.262-0037 ex. 305 or Vice President of PKEI, Yvonne Moore @ 702.262-0037 ex.310 to present your concerns and assist with the resolution of the problem.
- d) If still unresolved, please refer to the State's Family Rights in Early Intervention Services Parent Handbook which you received upon entrance into the early intervention program. This can also be viewed on the web at www.dhhs.nv.gov/programs/idea/early-interventionprograms.

We hope the above information clarifies our procedures. If you have any further questions, please feel free to contact the office.

ABUSE & NEGLECT POLICY

"As Educational professionals we are one of many groups of professionals required to report known or reasonable suspicion of abuse and/or neglect of children. According to Nevada Revised Statute 432B.220, reports of suspected abuse must be made within 24 hours of becoming aware of such a concern."

Please understand if we see something that we have concerns about we are mandated by law to report it.

DRUG USE POLICY

If we enter into your home and smell marijuana, see drug paraphernalia, or feel the parent is under the influence of drugs, then the visit will be cancelled and will not be made up.

PARENTAL INVOLVEMENT POLICY

When we come into your home we expect that you will join in with the sessions so that we can teach you strategies and ideas to implement when we are not there. We play a small part in your child's life, it is you that spends most of your time with your child and therefore it is you that will have the biggest impact on your child's progress.

"In order for your family to receive maximum benefit from early intervention services, it is crucial for you to fully participate in all aspects of the services and supports..." "To optimize your child's development, we need you to be actively involved in the implementation of the activities designed with your family." – Page 3 parent handbook

Please note that for liability reasons you cannot leave the room while we are there.

PLEASE CANCEL YOUR CHILD'S THERAPY SERVICES IF HE/SHE HAS THESE SYMPTOMS:

- 1) Any known communicable disease – chicken pox, measles, mumps, strep throat and all other flu-like symptoms and viruses
- 2) Fever – over 100.4 F rectally, 100 F orally, or 99.6 axillary. Individual should be fever free for at least 24 hours before resuming services
- 3) Diarrhea – This means more than one abnormally loose stool. If a child has just one loose stool, he may have diarrhea. Observe for additional loose stools or other symptoms. Individual should be symptom free for at least 24 hours
- 4) Severe coughing – high pitched croupy or whooping sounds after coughs
- 5) Excessive drainage from nose – purulent (greenish color), runny nose, (unless diagnosed as allergy- please provide a note from the doctor for your child's records)
- 6) Conjunctivitis – redness of eyelid lining, irritation, tears, followed by swelling and discharge of pus
- 7) Unusual spots or rashes
- 8) Sore throat or trouble swallowing
- 9) Infected skin patches – crusty, bright yellow, dry or gummy areas of skin
- 10) Vomiting – no vomiting for 24 hours from your child or any family member
Individual should be system free for at least 24 hours
- 11) Difficult or rapid breathing
- 12) Yellowish skin or eyes – except when yellow skin is caused by child eating many yellow or orange vegetables
- 13) Headache and stiff neck
- 14) Grey or yellow stool from individual or family member
- 15) Unusual behavior: cranky or less active than usual; excessive crying, individual is in general
- 16) Loss of appetite – persistent
- 17) Severe itching of body or scalp
- 18) Unusually dark, tea colored urine

If you or any family members have any of these symptoms: Do not have a therapist come for a scheduled home visit if symptoms are present. Please cancel the session if you or another family member is contagious.

Respond to the staff person who confirmed the scheduled visit for that day and time as soon as possible.

If you have any questions, please call cell numbers to your assigned DS, SC, or PKEI Intake @ 702.445-2263