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ATLANTIC CARE SERVICES

April

NEWSLETTER





On May 4th we will be attending the annual Nathaniel's Hope Make 'M Smile event at Lake Eola in downtown Orlando. We will have two booths and a zone dedicated to Atlantic Care Services, where we will be playing games and participating in lots of fun activities such as a dunk tank! The festival will have family entertainment, games, characters, animals, food, and over 125 resources that serve the special needs community. You can visit the link below to register or learn more about this incredibly fun event!

<https://nathanielshope.org/our-programs/make-m-smile/make-m-smile-orlando/>

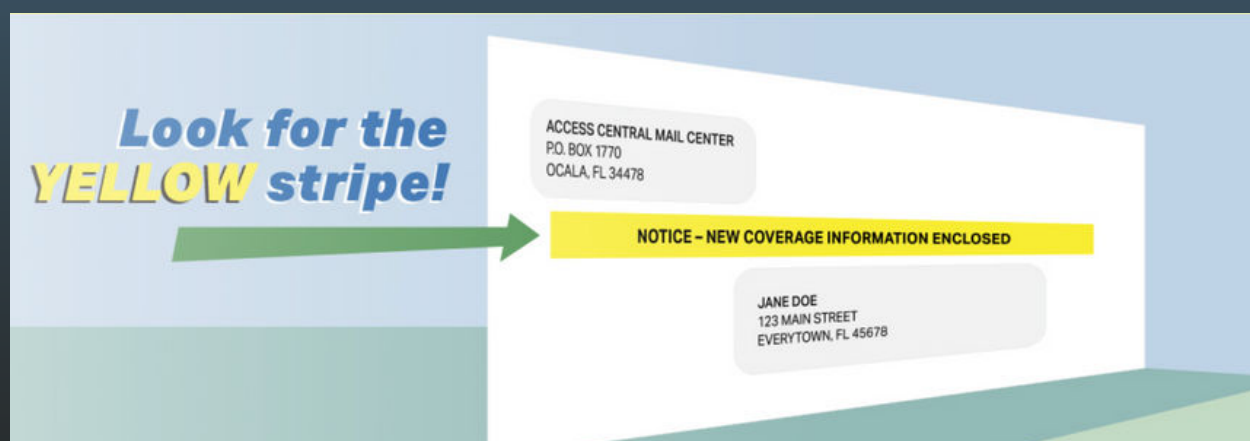


HHA For Medically Fragile Children Update

The Agency for Health Care Administration (AHCA) has filed a notice of extension for publishing the new rules regarding family members as HHA's. AHCA has stated that they need additional time to "further develop and solicit public comment on the rules associated with their efforts". We will continue updating you all as this progresses and make sure we are as prepared as possible for when final decisions are made.

Medicaid Redetermination

We want to remind our patients and families to be sure to complete your annual Medicaid redetermination paperwork! If you are in need of assistance completing the forms please reach out to your assigned insurance case manager. The paperwork is sent through the mail from Medicaid directly to the patient.



Since the beginning of the COVID-19 pandemic Florida has provided continuous Medicaid coverage and has not disenrolled ineligible recipients. As a result of legislative changes the continuous coverage provision ended on March 31st 2023. The Centers for Medicare and Medicaid Services allows state agencies up to 12 months to complete Medicaid reviews once the continuous coverage period ends. Florida has undertaken this task by scheduling and conducting redeterminations in a manner that will meet federal regulatory requirements while minimizing the impact on families.

Untimely responses in completing the Medicaid redetermination paperwork will result in a loss of Medicaid! You can visit the link below to read more about Medicaid redetermination.

<https://www.myflfamilies.com/medicaid>



Nursing Documentation

We would like to introduce you to one of our newest team members, DJ Mansur! DJ's role with Atlantic Care Services is to assist families and caregivers on using our documentation and scheduling software, Axxess HomeCare, and ensure our documentation is the best in the industry.

For most of you, our caregivers, documentation is not a problem. You document timely and accurately, and we appreciate that so much! To those of you who are not hearing from us regarding documentation, you are doing it right, receiving recognition and rewards along the way! If you have heard from us concerning documentation, you are not in trouble! We are working to send out reminders and extend a helping hand. We will not penalize you for having technical issues. We appreciate those of you working with us to resolve technical issues. Documentation is a vital part of all types of healthcare, we wish documentation was easier and faster but unfortunately that is out of our control.

So why is documenting and completing robust nursing notes so important??



Nursing documentation is written evidence verifying what a nurse authorized, and that moral responsibilities were met, so that nursing care can be assessed. Well-written, timely, and accurate documentation is an integral part of nursing practice whether one is a nursing student, new nurse, or experienced nurse. It opens up a line of communication between everyone on the healthcare team and the patients.

Documentation is a reflection on the nurse

Taking pride in your profession as a nurse is directly tied to documentation. If you want to be considered a great nurse it has to be reflected in your nursing notes. Your patient can love you, you can provide great care, you can show up on time and be reliable, but not documenting timely and accurately will tarnish your reputation and put both you and your patients at risk. You cannot be considered an excellent nurse without this skill. Should Atlantic promote, give raises, praise, and provide awards to a nurse that doesn't complete their notes timely and accurately? Of course not!



Documentation improves communication and medical importance for patients

Accurately documenting helps your patients health care team, family, and doctors make better decisions for patients

Nursing scope and standards of practice

You take an oath as a nurse that when you care for a patient that you will accurately document the services provided for that patient

Liability and safety

You are protecting yourself and your patients through accurate documentation. When bad things happen in healthcare, especially in Florida, people get sued. When nursing notes are not robust and accurate it could cause you legal liability and you can lose your nursing license. If it isn't documented, it didn't happen!



Accurate billing and payroll

It is imperative that we bill insurances and pay nurses accurately weekly. When nursing notes are not completed accurately and timely we are unable to properly bill for the services and unable to accurately pay you for your work.

Insurances and florida medicaid don't have unlimited resources (aka money)

They have an obligation to their shareholders and tax payers to allocate resources in a way that saves money and increases profits. One of the tools they use to justify reducing or eliminating services for members/patients is nursing notes and documentation. If they have approved hourly nursing services for a member based on their diagnosis and doctors orders, this must be reflected as such in nursing notes. If nursing notes don't match the plan of care, medicaid and other insurance companies can justify reducing a members services or eliminate the services all together. Not putting your full effort into each of your nursing notes puts you and your patients at risk! This happens all the time, don't be the reason why your patient loses services.



Tips For Documentation

- Document as close to the time of treatment as possible, late entries can result in misinformation
- Be clear and concise, using clear and concise verbiage gives you credibility and allows others to read and understand your documentation easily
- Follow policy and standard abbreviations, make sure you use correct abbreviations and follow our Atlantic Care Services documentation policy
- Avoid opinions and gossip, documentation should be about the patient and their care, avoid subjective opinions
- If you are having technical issues, such as phone or Axxess Mobile App issues, document using pen and paper, once the issue is resolved you can then transfer the information into Axxess and shred your paper notes, using technical issues as an excuse to not document does not hold up legally, when it comes to liability, or for billing
- Components of a good nursing note include vital signs, head to toe assessment, eTAR, eMAR, and narrative documentation per the physician ordered plan of care



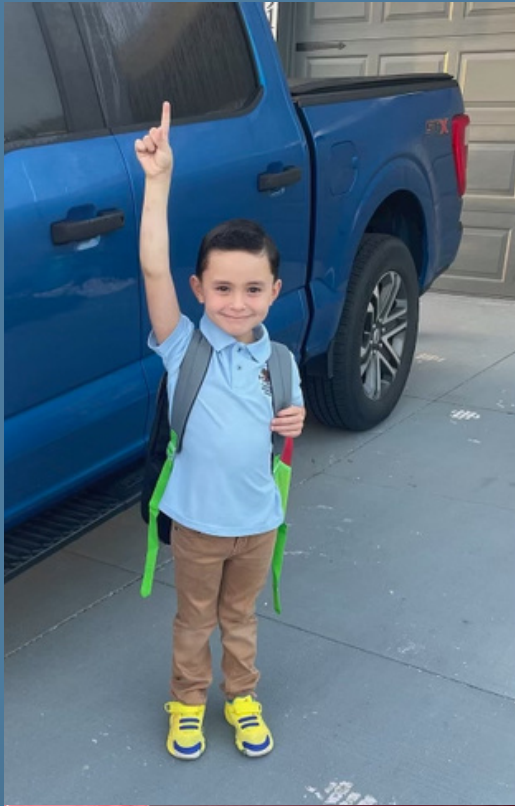


Zacarias Maldonado

This month we want to introduce you to Zac! Zac is six years old, and has one big brother and one big sister.

He loves to eat ice cream, but because he cannot consume sugar or dairy he is always on the hunt for a sweet alternative. He really enjoys going to school with his nurse Julie. He loves to play with legos, color, and play games on Playstation. His favorite sports are soccer and basketball. He also likes to sing and loves to give hugs! We are so thankful to be a part of Zac's care team!





Happy Birthday

Briana C.
Kelianys C.
Michelle J.
Joshua D.
Bryan H.
Narisara B.
Jaylin M.
Jeremiah R.
Brenda B.
Crystal V.
Orisbel D.
Kellie Ann W.

Angel P.
Raul R.
Charnele C.
Martha B.
Daisy R.
Eric Q.
Maylin G.
Janette O.
Joan T.
Johanny L.
Patricia M.
Sonia B.
Diomarie A.

Laquita J.
Stephanie G.
Wanda D.
Yomaira L.
Laura K.
Cornelius G.
Lovely A.
Marisol E.
Yazmin M.
Alice B.
Maria D.
Carol T.





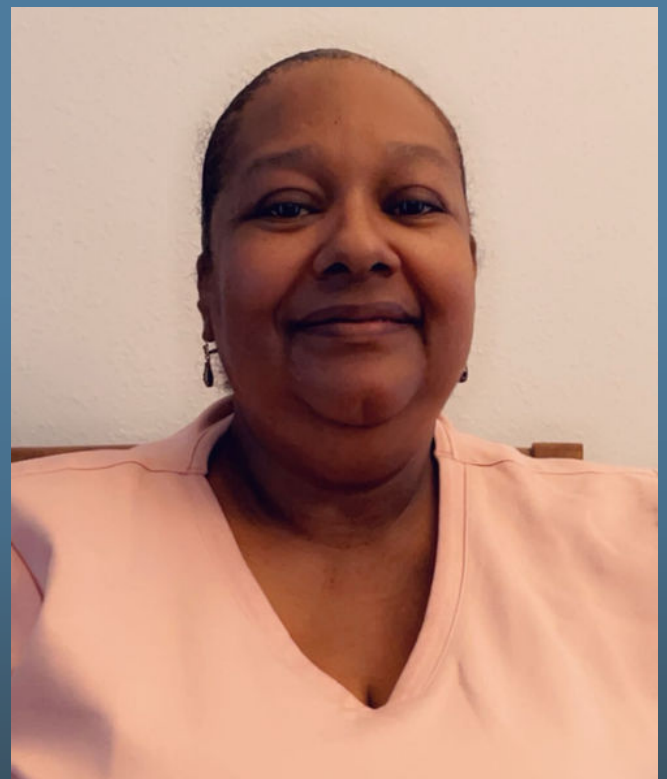
Diana Susana

Congratulations to Diana for being chosen as our February caregiver of the month! Diana goes above and beyond caring for her patient. One example, is brushing her patients hair in the sunlight because it brings her patient so much joy. She also works very well with the patients family. Our human resources team wanted to note that Diana has been a pleasure to work with, describing her as patient and understanding. Diana gave us great insight when some of our internal employees were at the patients house for a visit. She is described as being very kind and committed to her work. Thank you for your hard work and dedication Diana!



A Matchmaking Moment

Attention patients and family members, we have a nurse looking for more shifts! I would love to introduce you to Sharon, who has been a nurse for over 20 years! She loves how rewarding her job is and how accomplished she feels when she is able to help a patient feel better. Sharon is a people person and especially compassionate about helping children. She fell in love with home health when she took care of a young girl that reminded her of her own daughter. In her free time, Sharon likes to cook Jamaican food and loves to spend time with her grandbaby. Sharon is open to working both day and night shifts, but is hoping to join us full time as a day shift nurse. She has experience with both gtube and trach! Please call our main line at 407-270-5501 if you would like to schedule a meet and greet with Sharon!



Listed below are available shifts for the month of April, for both adults and pediatrics. If you are interested in any of these shifts, please call the office number at 407-270-5501. Shifts are subject to change and pay rates vary from case to case.

| ADULTS | | |
|-----------------------|-------------------|---|
| SKILLS | LOCATION | DAYS/TIMES |
| GTUBE/TRACH/VENT | KISSIMMEE | SATURDAYS 7 PM TO 7 AM |
| GTUBE/TRACH/VENT | ORLANDO | TUESDAY APRIL 2ND THROUGH APRIL 30TH |
| GTUBE | KISSIMMEE | SUNDAYS 7 AM TO 7 PM |
| VENT | ORLANDO | SATURDAYS AND SUNDAYS 9 AM TO 9 PM |
| TRACH/VENT | ALTAMONTE SPRINGS | WEDNESDAYS 7 PM TO 7 AM AND SATURDAYS 7 AM TO 7 PM |
| GTUBE/GLUCOSE/IV/PICC | ORLANDO | MONDAYS, TUESDAYS, WEDNESDAYS, AND THURSDAYS 8 PM TO 8 AM |
| GTUBE/TRACH | DAVENPORT | FRIDAYS, SATURDAYS, AND SUNDAYS 7 AM TO 7 PM |



PEDIATRICS

| SKILLS | LOCATION | DAYS/TIMES |
|------------------|-------------------|--|
| GTUBE | ORLANDO | THURSDAYS 5 PM TO 8 AM AND SATURDAYS 7 PM TO 7 AM |
| GTUBE | ORLANDO | MONDAYS, SATURDAYS, AND SUNDAYS 24 HRS |
| GLUCOSE | WINTER GARDEN | EVERY OTHER SUNDAY 7 AM TO 7 PM; MONDAYS, TUESDAYS, WEDNESDAYS, THURSDAYS AND FRIDAYS DAY AND NIGHT SHIFTS |
| GTUBE | OVIEDO | SUNDAYS 7 PM TO 7 AM |
| GTUBE/TRACH/VENT | CHAMPIONS GT | SATURDAY 7 PM TO 7 AM |
| GTUBE | ORLANDO | SUNDAYS 7 AM TO 7 PM |
| TPN | KISSIMMEE | SATURDAYS AND SUNDAYS 24 HRS |
| GTUBE/TRACH | ORLANDO | FRIDAYS, SATURDAYS, AND SUNDAYS 7 PM TO 7 AM |
| GTUBE/TRACH/VENT | ALTAMONTE SPRINGS | FRIDAYS 7 PM TO 7 AM |
| TRACH/VENT | ST. CLOUD | SATURDAYS 24 HRS, SUNDAYS 7 AM TO 7 PM, MONDAYS 7 AM TO 7 PM |
| GTUBE | CASSELBERRY | SATURDAYS 7 AM TO 7 PM AND SUNDAYS 7 AM TO 7 PM |
| GTUBE/TRACH | KISSIMMEE | EVERY OTHER SATURDAYS AND SUNDAYS 7 PM TO 7 AM |
| GTUBE/TRACH/CATH | DAVENPORT | FRIDAYS 7 AM TO 7 PM AND SUNDAYS 7 PM TO 7 AM |
| GTUBE | APOPKA | FRIDAYS 3 PM TO 7 PM, EVERY OTHER SATURDAYS AND SUNDAYS 24 HRS |
| GTUBE/TRACH/VENT | ORLANDO | SATURDAYS AND SUNDAYS 8 PM TO 8 AM |
| GTUBE/VENT | TAVARES | SATURDAYS AND SUNDAYS 8 AM TO 8 PM |

