**Home Visit Protocols**

***General Description***

**Purpose**

The purpose of this policy is to meet the needs of community members who seek medical Case Management and find it difficult to attend a session at the coordinated services center or nearest FHCSD clinic.

**Policy**

Counseling sessions are held during regular clinic hours. There are times when home visits are preferred or necessary. A home visit is made for one of the following reasons:

A. Case Management interventions when the client is unable to come to the clinic.

B. Clinically necessary home visit to complete and assist medical Case Management services

C. Crisis intervention.

D. Individual is chronically disabled

E. Individual and or family have definite lack of transportation.

F. Facilitate an intake.

G. Special assistance requested by medical provider, program supervisor, and/or the client himself.

H. Home visit requests are determined on a case by case basis.

**Procedure**

Prior to any home visits, the location is researched, mapped out, and the program supervisor(s) is consulted in regards to the knowledge of the home situation, home location, any possible dangers, and to verify there are no other means for the client to complete the intervention.

The following rules are adhered to for home visits:

A. Staff utilizes common sense as to the safety of the visits.

B. Identification (badges) are worn at all times - no visits are to be made without them.

C. Staff, at all times, uphold the legal, ethical and moral standards of their professional role and adhere to all agency confidentiality/HIPAA guidelines.

D. For safety purposes home visits requires 2 FHCSD staff present at all times

E. Both FHCSD staffs are required to have a working cell phone in the case of an emergency.

F. All efforts are made to conduct the Medical Case Management session in a “community” room such as a living room, dining room, kitchen, etc.

G. If home visit take longer than 1(one) hour, Staff is required to check in with immediate supervisor**.**

*This publication is part of a series of manuals that describe models of care that are included in the HRSA SPNS Initiative* Building a Medical Home for HIV Homeless Populations*. Learn more at* <http://cahpp.org/project/medheart/models-of-care>