

# **RESIDENT HANDBOOK**

## **CEDARWOOD HEALTHCARE CENTER**



### **Welcome to Frederick Living**

We hope the following information will be helpful to you. Please read the enclosed information carefully. If you have any questions, please feel free to ask the Director of Social Services, the Director of Nursing, or the Nursing Home Administrator at any time. We want your stay with us to be satisfying and we will help in any way we are able to make this possible.

Revised 6/2021

## ***Frederick Living - Mission Statement***

In the spirit of Christian love, Frederick Living cares for and enriches the lives of older adults, while valuing the staff, volunteers and community that serve them.

(Adopted 2001)

### **Staff Introduction**

Chief Executive Officer	Michelle Rassler
Chief Financial Officer	Brian Fallon
Nursing Home Administrator	Michael Hagarty
Director of Nursing	Jamie Langer
Director of Social Services	Tina Lopez
Director of Chaplain Services	Richard O'Hara
Rehabilitation Program Manager	Sue Bauer
Staff Development/Infection Preventionist	Christa Smith
Healthcare Admissions Coordinator	Megan Grebe

## ***Responsibilities of Residents and/or Responsible Person***

Resident and/or responsible person responsibilities include, but are not limited to the following:

- Residents and/or Responsible person are responsible to contact Social Services when there is any intent or decisions made to leave Frederick Living. This includes transferring to another facility.
- Residents and/or Responsible person are responsible for providing accurate and complete information, to the best of their knowledge about: past and present medical conditions, hospitalizations, medications, and other matters relating to the resident's health.
- Residents and/or responsible person are responsible to provide a copy of Advance Directive (such as a living will and/or DPOA) upon admission if this document has been executed.
- Residents and/or responsible person are responsible for following the treatment plan developed with the Interdisciplinary Team. The resident and/or responsible person is responsible for expressing any concerns about his/her understanding of the course of treatment and the ability to comply with the proposed course.

Every effort is made to adapt the plan to the resident's specific needs and limitations. When such adaptation to the treatment plan is not clinically indicated, the resident and family are responsible for understanding the consequences of the treatment alternatives and of not following the recommended plan of care. The Interdisciplinary Team will continually reassess a plan of care in order to maintain a resident's highest practicable physical, mental and psychosocial well being.

- Residents and/or responsible person are responsible for the outcomes if they do not follow the care plan.
- Residents and families are responsible for:
  - Being considerate of the rights of other residents and staff
  - Helping to control noise and disturbances
  - Following Smoke Free/Tobacco Free policies
  - Respecting the organization and other people's possessions
  - Complying with Frederick Living's policies
- Residents and families are responsible for promptly meeting any financial obligation agreed to with the organization. The resident's family or surrogate decision maker assumes the above responsibilities for the resident if:
  - the responsibilities have been discussed with the resident and staff and his/her physician have found the resident to be cognitively incapable of understanding these responsibilities, or
  - If the resident has been adjudged incompetent in accordance with the law.
- Cedarwood holds weekly neighborhood meetings on Wednesdays at 11:00am. All residents are invited to attend. This meeting is held

for the residents to voice any concerns that they might have, to make suggestions or recommendations regarding the provision of services, and to be informed of current facility changes or activities.

### **Visitation Policy**

Visitors can greatly enhance a resident's well being by providing understanding and emotional support, assistance with daily living tasks, and helping to maintain ties with family, friends, and community. There are no fixed visitation hours in Cedarwood. Frederick Living will permit members of recognized community organizations, representatives of community legal services programs, representatives of the Department of Aging Ombudsman Program and Aging and Adult services whose purposes include rendering assistance without charge to residents, to have access to the Community at any time. The Ombudsman or advocate representatives shall be permitted freedom to see and talk with residents in private, if the residents so desire. Family members are not permitted to visit another resident in their room unless they have obtained permission from that resident or that resident's family. Children are encouraged to visit residents of the facility, however please be respectful of other residents as this is their home. Please maintain control of all children and be aware of any inappropriate behavior. Frederick Living has the right to deny access, limit and supervise access to certain visitors if they have been found to be exploiting the resident or other residents. Visiting may also be denied to persons who are inebriated and/or disruptive. Frederick Living reserves the right to admit or limit admissions from the outside community, due to needs of the resident, staffing needs or to protect the residents from the spread of serious infection, included but not limited to, Influenza and COVID-19. Frederick Living reserves the right to limit visitation and pets from the outside community, due to needs of the resident, staffing needs or to protect the residents from the spread of serious infection, included but not limited to, Influenza and COVID-19.

### **Pets in Cedarwood**

Frederick Living understands how important pets can be in some peoples' lives. The Cedarwood Life Enrichment should be contacted, before pets are allowed to visit in Cedarwood. Life Enrichment will provide standard per the Cedarwood Pet Policy.

### **Resident and Staff Photographs**

In an effort to maintain the privacy of our residents and staff, we ask that you do not take pictures of residents other than your loved one. If you do take a picture, please be mindful of your surroundings and ensure that other residents' and staff names and/or faces have not been included in the photo. Do not post pictures of other residents, staff, or sensitive information about other residents on any social media platform. Residents and staff have the right to refuse to have their picture taken at any time. Thank you for your cooperation.

### **Telemedicine**

At times, Frederick Living may use telemedicine to consult with a physician on behalf of the resident. The Telemedicine Policy outlines the use of telemedicine in Cedarwood. The consent to treat includes the use of telemedicine when appropriate.

### **Daily Staff to Resident Ratio**

The Center for Medicare and Medicaid Services (CMS) requires all Medicare and Medicaid participating nursing facilities to comply with a daily staff- posting requirement. The number of licensed and unlicensed nursing staff directly responsible for resident care is posted for each shift. Licensed and unlicensed nursing staff includes registered nurses, licensed practical nurses, and nurse aides. Daily staffing is posted at the Nurse's Care Base.

### **Plan of Care**

An individual assessment of the resident's care needs is completed within 14 days of admission to the nursing unit. An Interdisciplinary Team may be comprised of representatives from nursing, therapy, activities, dietary, the Chaplain and social services. The team will meet with the resident and/or family member/representative within 21 days of admission to discuss these needs and how we will meet them. The resident and a family member are invited and encouraged to attend this meeting and participate in the care planning process. Subsequent meetings will occur approximately every ninety (90) days, or with a significant change.

### **Medical Care**

According to State and Federal regulations, the resident has the right to choose an attending physician. Frederick Living requires that the physician come to see the resident at least every thirty (30) days. A physician must be credentialed by Frederick Living in order to practice at Frederick Living. At the time of admission, the resident may indicate their hospital preference for non-emergency situations. However, in the case of an emergency, the resident may be taken to another hospital at the discretion of the ambulance team.

Because Frederick Living is a Medicare and Medicaid approved facility, regular physical examinations and certain tests are required, according to State and Federal regulations and will be done annually. Frederick Living offers clinic services and on-site providers, such as dentists, podiatrists, psychologists, psychiatrists, physiologists, audiologists, physical therapy, occupational therapy, speech therapy, respiratory therapy, and optometrists. It is recommended that routine preventative care be maintained throughout the resident's stay at Frederick Living, whether it is through on-site providers or a resident's previous provider. Clinic services can be used on an as-needed basis. Rates and charges for on-site clinic providers are left to the discretion of that provider. On-site clinic appointments are made only after permission from the resident or P.O.A is given. Upon admission, the Director of Social Services will review this component of Frederick Living healthcare.

### **Bed Reserve Policy**

**Non-Medical Assistance:** If a resident, while not eligible for benefits payable under Medical Assistance, is absent from the Community, the Community shall reserve the resident's bed until the resident returns to the Community or the resident or his/her legal representative notifies the Community, in writing or verbally, of the resident's termination of the agreement. A representative from Frederick Living will contact the resident's representative within one business day of transfer from the community. The Community shall charge and the resident shall pay the current private pay reserve room rate for each day that the resident's bed is reserved until the resident either returns to the Community or terminates the agreement. If a resident or his/her legal representative chooses not to hold the bed, the bed is eligible for others to be admitted.

**Medical Assistance:** In the event that the resident is eligible for benefits payable to the Community under the Medical Assistance Nursing Home Grant and hospitalization or therapeutic leave is necessary, the Community shall reserve the resident's bed for 15 consecutive days per hospitalization or 30 consecutive days per therapeutic leave. During these allotted time periods, the same bed shall be available to the resident upon his/her return to the Community. If this period exceeds the Medical Assistance bed-hold duration, and the resident continues to require nursing services, the resident will be discharged and then readmitted to the first available bed, regardless of any outstanding Medical Assistance balances. Upon readmission, these residents may be transferred if the Community can demonstrate that non-payment of charges exists.

Inquiries concerning the bed reserve policies should be referred to the Director of Social Services or Administration.

### **Life Prolonging or Life Sustaining Measures**

Frederick Living believes in and supports a philosophy of care that respects the dignity and personal rights of all older persons. As a demonstration of this, all residents have the right, and are encouraged to give advance directives regarding their wishes on the matter of life prolonging or life sustaining measures.

In the situation where residents have not provided advanced directives regarding life prolonging or sustaining measures and are no longer able to do so, relatives of the residents are encouraged to share any information they may have regarding the wishes of the residents concerning such measures. A free booklet, "Five Wishes" is available through the Director of Social Services. The booklet is a tool to use to tell others about how they want to be treated if they get seriously ill. In the absence of information regarding life prolonging or sustaining directives from the resident or resident representative, the Community will take all reasonable measures to prolong or sustain life. These will include, but are not limited to the following: (All cases are subject for review by the Frederick Living Ethics Committee, if deemed necessary.)

- Cardiopulmonary resuscitation (CPR)
- Transfer of resident to the hospital

CPR will be provided to an unconscious, pulseless, breathless, resident who does not have an order for Do Not Resuscitate.

### **Personal Belongings**

Frederick Living encourages its residents to furnish their rooms or living space with personal items from home. Examples are blankets, pillows, wall hangings, decorations, clocks, televisions, radios, lamps, wall shelves and favorite sitting chairs or recliners. We do ask that, if a resident wishes to have his/her favorite chair/recliner, it be of small to medium size washable surface. Many of our residents have roommates who also have furniture, electronics or electrical appliances thus limiting available space and possibly impacting environmental safety. Frederick Living reserves the right to determine whether or not a room is too crowded and may ask residents or their families to remove some items. Similarly, Frederick Living will also inspect electronics or electrical appliances to make sure that they are not a safety hazard. Prior to setting these items in the resident's room, **you must bring them to the care base for approval and inspection by maintenance.** The Maintenance Department should also be contacted to hang items on the wall. All clothing will be labeled by Frederick. Please bring clothing to the nursing care base for labeling. (Please see "Clothing" section) We encourage residents to also label any personal items that are brought to the facility for easier identification in the event that something is missing. **Once a resident has left Cedarwood, it is the representative's responsibility to remove all items, including any personal furniture. Frederick Living cannot accept items for donation.**

**Locked Drawer:** Each bedside cabinet has a drawer that can be locked. Requests for this should be forwarded to the Resident Life Team.

### **Guidelines for Common Items**

Chairs/Recliners:        These should not be overstuffed or very large.  
                                     They may be lift recliners.

Lamps/Lights:            High intensity bulbs that produce a lot of heat must have a protective shade or covering over the bulb to prevent burns. They also should be tall enough to be placed out of the way of staff, furniture, or loose material.

Frederick Living is not responsible for money, jewelry, or other valuables kept in the room. In order to assist mitigating the loss of valuable risk, Frederick living requests any valuable item brought in after admission, must be reported to the charge nurse and will be recorded on the



“Personal Property Inventory List”. Frederick Living does not have a safe for storing personal valuables or space for storing larger items, such as furniture. Please remember to label every item you bring into Frederick with the resident’s name.

### **Television/Internet**

Frederick Living will provide a television unless the resident prefers to use his/her own TV of appropriate size. Cable service through Senior TV can also be provided at no additional cost to the resident. **If the resident prefers to have cable through Comcast, the resident or family member must arrange for those services with the local provider. The local provider is Comcast Cable TV, Phone, and Internet Service of Pottstown, PA. Please call Ginger Yorty at 610-506-2859 to set up these services.**

When calling to initiate service give Frederick Living’s street address: 2849 Big Road, Zieglerville, PA 19492. Also advise them that the resident is in Cedarwood Nursing Center and give the room number. There is a one-time activation fee for a new resident. In the case of a resident room change and a discharge, the family will need to notify the cable provider in order to have the service transferred (fees may apply).

### **Clothing**

Clothing for daily wear must be washable. Please refrain from bringing in clothing items that have to be hand washed, dry clean only or hung to dry. Even though laundry is washed daily, it is recommended that a resident have two weeks’ worth of clothing. All residents of Frederick Living (with the exception of short-term rehab residents) will be billed a one-time charge of \$35.00 for clothing labels which the Laundry Department will adhere to the clothing. The fee for the labels will appear on the resident’s bill. **As new clothing is brought in, they should be taken to the Cedarwood care base to be sent for labeling and pre-washing.** Laundering and drying of clothes are not permitted in the room. Remember, there is no additional laundry fee for residents. It is included in the daily room rate. If family decides to do the laundry for the resident, all of the residents’ clothes will still be labeled and you will need to supply a small hamper or laundry bag for worn clothes to be kept in until they are picked up for laundering. Staff is not responsible for rinsing or washing out soiled laundry. This is in accordance with CDC (Center for Disease Control) recommendations on the handling of soiled laundry. Soiled laundry will be placed in a plastic

bag and await pick-up by the family. If family chooses to do the laundry, Frederick Living will not be responsible for any lost items. Clothing that needs to be dry-cleaned is not recommended.

### **Electric Razor**

For safety reasons, the family is requested to provide an electric razor for male and female residents. Disposable or straight razors are not permitted. Electric razor must be labeled with residents' name and be maintained in good working condition.

### **Telephones**

Residents are permitted to have a telephone in their room with their own private line. Arrangements for this can be made through Comcast Cable TV, Phone and Internet Services at 610-506-2859 or Windstream Telephone Services at 1-800-880-4570. For residents who choose not to get the private line, there is a cordless phone available at the nurse's station to be used for residents to receive incoming calls and make outgoing calls. It should be used with discretion. If at anytime a resident's room assignment is changed at the resident and/or family request, there is a charge from the service provider for transferring the phone service.

### **Safety Issues**

For safety reasons, talcum or body powder of any type is not permitted in the residents' room. Powder dropped on the tile floor of the bathroom causes the floor to become extremely slippery. Non-skid footwear is recommended. Perfumes or after-shave lotions should be in non-glass containers, if at all possible. These containers may not be stored on the dresser, but for safety reasons, must be kept in a drawer. Scissors and other sharp objects are not recommended in the room. These items can be labeled with the resident's name and kept at the nurses' care base for use, upon request. Items in the room need to be within Life Safety Compliance

**Please be sure to notify a staff member at the nursing care base prior to taking a resident off of the unit.**

Frederick Living is required to practice fire evacuation procedures and emergency preparedness drills. In the event of a fire or other type of

emergency, visitors are required to stay with the resident in the area of the building you are in and await further instruction from staff.

### **Dining Services**

All residents who are able are expected to eat in the Cedarwood Health Center Dining Rooms. An evaluation will be done to determine if any type of assistance is needed with eating, and a plan will be developed on an individual basis. A wide range of special diets are available and individual food preferences are accommodated as much as possible.

The following are suggested times for meals, but meals and snacks are always available:

- |                         |                   |
|-------------------------|-------------------|
| • Continental Breakfast | 6:30 – 10:00 A.M. |
| • Breakfast             | 7:45 -- 9:45 A.M. |
| • Lunch                 | 11:45 – 1:45 P.M. |
| • Dinner                | 4:45 -- 6:45 P.M. |

You are welcome to join your family member for meals. To better accommodate our residents and their visitors, we encourage dining in Freddie's Corner and The Bistro. Please notify the resident's nurse that you are leaving Cedarwood and will be having the meal in Freddie's or The Bistro. Cedarwood staff will provide you with a meal ticket for the resident. This will allow Freddie's/The Bistro to provide the appropriate diet as well as help prevent any errors in the consistency of food served there.

### **Food/Snacks**

Any food brought into the facility for the resident must be in a sealable covered metal/plastic container and labeled with the resident's name and the date the item is brought in. Please check with the nurse supervisor to make sure the item is in accordance with the resident's diet. Food that requires refrigeration will not be kept any longer than 72 hours. Please note that staff are not permitted to reheat food.

### **Mail Service**

Mail for nursing residents is sorted and distributed by the Activities Department or volunteers. If the resident is only to receive certain items, this must be communicated upon admission to the Admissions Coordinator. Mail that the resident does not receive shall be forwarded

to the designated responsible person. The address for Cedarwood is 2849 Big Rd., Zieglerville, PA 19492.

### **Pharmacy Services**

Medications are provided through the facility pharmacy, Partners Pharmacy. Residents are billed directly by the pharmacy and all questions regarding the pharmacy bill should be referred to the pharmacy for clarification (1-800-378-9020). Refer to Appendix A for the policy that specifies your overall responsibility. Residents who have a PACE card or any other prescription coverage card are responsible for notifying Frederick Living so that a copy can be sent to the pharmacy. Residents with limited income may qualify for PACE. See the Director of Social Services for additional information.

### **Ancillary Services**

***Worship Services:*** Sunday morning nondenominational worship services for the Community are held in the Oaktree Center auditorium. Nursing residents, who so desire, may attend these worship services. Bible Study is also offered. A chaplain is available to assist residents with their spiritual needs.

***Beauty Salon Appointments:*** Private beauticians are available to residents for appointments. The schedule is posted at the Beauty Shop. Haircuts, permanent waves, hair coloring and relaxing are chargeable. Manicures are also offered. Combs, brushes, and shampoos are provided as part of routine grooming care, and are included in a resident's daily rate. Please speak with the Unit Clerk to schedule an appointment.

***Resident Transfers:*** Family members are encouraged to assist in the transition, to lend support to the resident. Frederick Living will not be responsible for any storage needs at any time. All rooms must be emptied upon a resident's transfer, discharge and upon death. Any debris or trash left in the room, unless specified, will be disposed of at the expense of the resident. Frederick Living is unable to accept items for donation.

***Transportation Services:*** Families are strongly encouraged to assist in transporting the resident to routine doctor appointments whenever possible. If unable to do so, transportation may be provided by the Frederick Living Transportation Department or through a private

company. Any transportation to appointments ***must*** be scheduled through the unit clerk. The charge for the Frederick Living transport will be added to the monthly bill. A private company will bill you directly. If the resident is unable to leave campus unaccompanied and a family member will not be present, a charge will be added to the resident's monthly statement to send a staff member.

***Gift Shop:*** The Frederick Living gift shop is located in Magnolia House, just off the main entrance reception area. Gift items, small grocery items, flowers, as well as small personal items, such as tissues, candy, cards, stamps, writing materials, and craft items are just a few of the things available for purchase. Proceeds from the Gift Shop benefit the Resident Benevolent Fund.

***Rehabilitation Programs at Frederick Living:*** Depending on your illness or injury, you may require rehabilitation therapy to help you improve your daily living skills or to help you recover more completely after hospitalization or surgery. Four important types of rehabilitation include occupational therapy, physical therapy, speech therapy, and respiratory therapy. Your rehab team is available to assist you during your stay at this facility. Services are provided on an outpatient basis with a physician prescription. The rehab team follows all long-term residents on a regular basis to monitor their changing needs. If you're recovering from illness or injury, short term rehab is available to assist you with your recovery from the hospital in order to successfully return home.

Occupational therapy focuses on injuries of the upper extremities, issues with eating, bathing and dressing, bathroom mobility, and homemaking skills; including: splinting, positioning, and adaptive equipment. Physical therapy addresses pain management, lower extremity injuries, ambulation, balance and coordination problems, and recommendations/education of assistive devices. Speech therapy can assist with improving speech and communication skills, memory and decision making, swallowing and eating difficulties. Respiratory therapy works closely with nursing and physicians to provide care and support for residents with respiratory diseases and lung disorders through ongoing assessments and treatment recommendations. Please contact the rehabilitation department for any needs or questions.

***Massage Therapy:*** For the benefit of our residents, Frederick Living has an on-site certified massage therapist. Massage therapy, especially for

elderly persons, can improve balance and flexibility, combat depression, reduce the pain of arthritis, improve joint mobility, improve posture, reduce stress and distraction and encourage overall well being. It can also increase blood circulation, which is especially helpful to people with diabetes or poor circulation. A doctor's permission is required to receive treatment. The resident pays for this service privately. Prices are subject to change.

### **Non-Smoking Policy**

Frederick Living is a smoke free and tobacco free facility. There is no smoking permitted in any part of the building or on the grounds of the community.

### **Financial Agreement**

The Facility will mail Resident or Responsible Person on or about the first (1st) calendar day of the month. The billing statement will reflect charges for nursing services for the upcoming month and charges for ancillary services and supplies which were incurred in the prior month. Statements are due and payable upon receipt of the Monthly Statement. Statements will be mailed to each resident or the person designated by him/her to be the payor. The regular room rate includes the resident's room, three meals a day with snacks, nursing care (as needed), regular room cleaning, and personal laundry. Routine personal hygiene items and services, such as comb/brush, bath soap, shaving cream, toothbrush, toothpaste, denture adhesive, moisturizing lotion, tissues, cotton swabs, deodorant, incontinency supplies, sanitary pads and disposable wash cloths, are covered under Medicare A skilled, Medicare Advantage and the Medical Assistance program and will not be charged to the private account of any resident actively participating in those programs. Those residents paying privately can refer to the rate sheet for cost of the above-mentioned supplies/services. Other items not covered in the daily room rate are also listed on the rate sheet.

AT LEAST THIRTY (30) DAYS ADVANCE NOTICE WILL BE GIVEN FOR ANY INCREASE OR CHANGE OF RATES.

### **For Potential Medicare Recipients**

Within three (3) days of admission, the Interdisciplinary Care Team will make a determination as to whether or not the resident qualifies for Medicare coverage. If the resident qualifies, we will bill Medicare from the date of admission for all covered items and services. If it is

determined that the resident does not meet the Medicare qualifications for coverage, you will receive a letter notifying you of this and the resident will then be billed privately from the date of admission.

Frederick Living will bill Medicare or Medicare Advantage Plan for any resident who meets coverage guidelines. The billing office will include the secondary insurance information on the Medicare or Medicare Advantage bill. This information crosses over to the secondary insurance after Medicare or Medicare Advantage approves the bill for payment. The secondary insurance will usually (but not always) pay the policy holder since Frederick Living is considered non-participating. This is why co-insurance fees (for Medicare A & B claims) appear on the resident's bill. If a resident receives notification from Medicare or Medicare Advantage that a claim has been paid to Frederick Living yet they do not receive payment from the secondary insurance for the co-insurance amounts, the billing office will resubmit these bills directly to the secondary insurance for them. Secondary insurance payment can take as long as four (4) weeks from the time Medicare approves the claim for payment. It is the resident or representative's responsibility to understand the secondary plan benefits.

If the resident has insufficient funds to pay privately, we will guide and support the resident and family through the Medical Assistance Nursing Home Grant application process. When any nursing facility resident's personal assets reach approximately \$25,000.00, we request that the family contact the Director of Social Services. The Social Worker can assist you in initiating the Grant process and review what role the responsible party has in the application process.

### **Grievance Procedure**

If the Resident, Responsible Person, or Resident's Agent believe(s) that the Resident is being mistreated in any way or the Resident's rights have been or are being violated by staff or another resident, the Resident or Responsible Person may file a complaint with the Facility's Grievance Officer. The Resident, Responsible Person, or Resident's Agent must notify the Grievance Officer of any such complaints, and the Facility shall respond to such complaints within a reasonable time period. After the Facility has responded to such complaints, the Resident, Responsible Person or Resident's Agent, if he/she so chooses, may pursue mediation and/or arbitration. This provision is not intended to preclude the Resident, Responsible Person, or Resident's Agent from filing a

complaint with any appropriate governmental regulatory agency at any time. The contact information for the Grievance Officer is as follows:

Name: Julie Coates, Director of Social Services  
Address: 2849 Big Road, Zieglerville, PA 19492  
Email: jcoates@frederickliving.org  
Phone No.: 610-754-7878 ext. 236

- 1) The Grievance Officer (Social Worker) will review and investigate the complaint and provide a response to Resident/Resident's Agent or Responsible Person.
- 2) The **Social Worker**, if necessary, will then forward the grievance to the **NHA/Director of Nursing**.
- 3) If it is still not resolved in a timely manner or to your satisfaction, continue to notify, in writing or verbally, the following people or agencies.

- |                               |                                       |
|-------------------------------|---------------------------------------|
| - VP of Health and Wellness   | Ann Marks<br>610-754-7878 x123        |
| - Chief Executive Officer     | John Hendrickson<br>610-754-7878 x201 |
| - Montgomery County Ombudsman | 610-278-3601                          |
| - PA Department of Health     | 1-800-254-5164                        |

***It is the responsibility of every resident or their designee to notify Frederick Living, either through the Director of Social Services or the Finance Department, of any changes in contact person, address, phone numbers, insurance coverage, etc.***



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## ***APPENDIX A***

### **Frederick Living - Cedarwood**

#### **PHARMACY SERVICES**

##### **Objective:**

Frederick Living reserves the right to purchase from the vendor of their choice for medications provided in Cedarwood at Frederick Living.

##### **Policy Interpretation**

1. Pharmacy services must be available 24 hours per day, 365 days per year. This includes the availability of an on-call pharmacist and delivery of medications.
2. Delivery of medications to Cedarwood occurs twice daily. Stat medications are available via emergency stock onsite or via delivery from pharmacy through regular or stat services.
3. Medications delivered to Cedarwood must be in a sealed container and include a delivery receipt. All controlled medications must be packaged separately and contain a narcotic accountability record.
4. Medications are dispensed from our on-site dispensing machine or come directly from the pharmacy in unit dose “bubble” or “blister” packs or containers that display proper labeling per regulations.
5. The pharmacy must comply with all state and federal regulations pertaining to Long Term Care.

6. Veteran prescriptive services will be honored. For long term residents, medications will be sent from the VA to the pharmacy for labelling and repackaging prior to delivery to the facility.