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Rationale – TCHS is committed to ensuring that all services are based on the individually assessed needs of clients and in accordance with documented service plans.

Policy Standard – Clients are provided with services that meet their assessed needs.

- A member of the admin team contacts the client when the referral is received confirming that the client is aware they have been referred to TCHS. The client is advised which day they will be visited [based on the referral request] and asked if a morning or afternoon visit is more acceptable to them (a confirmed time is not given as this will be dependent on the nursing workload). The location for the visit is also confirmed. The office contact details are provided.
- The client receives a visit to complete an initial assessment and complete the Initial Treatment Plan and Client Service Agreement.
- All referral information including external assessments is considered when the Initial Care Plan is developed. Further TCHS assessment and treatment documents are completed by the registered nurse and form the ongoing pathway for the treatment and care of the client. These are all collated into the patient management system. The completed documents can be reviewed by clinical staff through Health 365 on the nurses company iPads
- Clients and their family/whanau are encouraged to participate in the initial visit and assessment and to provide input in to their treatment plan. Where interpreter services are required, contact is made with the office to arrange these
- Where a referral is received that is unable to be managed by TCHS the Admin/Clinical or Business manager will discuss the referral with the referral source in order to ensure alternative services are able to be provided.
- If further information is required by the community nurse at the first visit they will contact the Clinical Nurse Leader for advice or in their absence a Business manager. The nurse will discuss the outcome of this conversation with the client and at their request their family/whanau
- TCHS is committed to ensuring that all services are client centred and Initial Treatment Plans reflect the individual needs of the client.
- Service delivery is flexible within the allocated resources and supports the client
- A risk assessment is also completed by the nurse as part of the initial visit and where a risk management plan is required; this is included in the Treatment Plan.