



Providing Licensing, Certification and Monitoring Compliance as the designee for the Department of Health (DOH), Office of Healthcare Assurance (OHCA)

[Click Here to access CTA's Website](#)

[Click Here to access OHCA's Inspection Report Site](#)

Aloha CMA and CCFFH Operators,

The information contained in this official newsletter has been reviewed and approved by DOH/OHCA. It is being distributed to all CMAs and CCFFHs.

Newsletter #114

June 28, 2022

Aloha,

Communication is a key element when it comes to managing a CCFFH and providing services to clients in your care. CTA, DHS/MedQuest, DOH, APS and CMAs rely on electronic forms of communication with the PCGs of care homes. It is very important that all homes have working fax machines, printers/scanners, email addresses and phone numbers.

Having functioning business equipment is essential for effective and efficient communication. Failure to have these systems in working order can result in delayed transmission of information which can lead to a deficiency during an inspection. Failure to communicate can result in medication errors, failure to provide care needs in a timely manner, and other medical errors.

For example, CTA often sends out newsletters with updated information that is important for all PCGs to be aware of. CTA and DOH both use Mail Chimp to send vital information. If you do not know how to access your email, or if you change your email address without informing CTA, you will likely miss out on the information. Also, if you click the Unsubscribe button on a newsletter it will remove your email address from the system and CTA cannot add it back.

The Case Management Agencies will often fax over monthly visit notes, service

plans and medication records. However, if your fax machine is not working or is out of ink, you will miss out on the documentation and may be unaware of recommended changes in the client's service plan. Ensure you know how to use your fax machine properly (CTA often gets blank faxes several times a day because the person faxing it faxed it upside down). By implementing simple inexpensive standard business practices, you will increase communication and compliance.

Here are some tips to ensure access to information from CMAs and state agencies:

- Get comfortable with opening your email (via computer or your cell phone). Know how to open attachments, print documents, and reply to emails.
- Know how to scan a document and attach it to an email either on a phone or computer.
- When sending faxes to the CTA office, make sure to use a cover sheet indicating who the fax is intended for otherwise it may not make it to the person you intended to send it to if it cannot be determined why you are faxing a document to CTA.
- Perform preventative checks on your equipment:
 - Make sure printers and fax machines are stocked with paper and are in good working order.
 - Make sure you have plenty of ink cartridges for your printer and/or fax machine. Low levels of ink result in poor quality copies of documents that need to be maintained in your records.
- Make sure you are aware of phone outages in your service area. If an outage occurs, you will need to have access to another form of communication, such as email. Phone outages impact not only your cell phone but may impact your home phone and fax machine too.
- **NEVER** include client specific medical information in an email as this may be considered a violation of confidentiality, unless you have encrypted, or password protected email. You must fax HIPAA protected medical records to comply with HIPAA rules and regulations.

As the “CEO” of your own business, you are responsible for ensuring you have working equipment as well as the knowledge to access the information being shared with you electronically. It is never too late to learn how to use a computer, and everyone has the ability.

*Free Classes are available in person or online through the Hawaii State

Library. Apple and Microsoft offer in-store lessons and quick online video lessons. YouTube has many videos for how to do almost anything. Free or Low-cost basic computer classes are available online through many of the continuing adult education programs or colleges across the state as well as national private companies such as Coursera or Udemy.



Copyright © 2022 Community Ties of America, All rights reserved.

Our mailing address is:

500 Ala Moana Blvd, Ste. 7400, Honolulu, HI 96813

Fax number: 808-234-5470

Phone number: 808-234-5380

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).

Note: clicking unsubscribe from this list will remove you from receiving any future newsletters.