



Cell Phones Help or Problem



Cell phones are everywhere in the United States. They are the world's best communication, and a large part of our daily lives.

Recently, the Division of Medical Assistance surveyed home care patients about problems with aides, and one of the most mentioned problems was the constant use of the cell phone. "She comes in, asks me if there is anything to do, and then sits down on her cell phone for an hour or two. I'm tired of it."

When the patients and the patients' families start complaining, it is a huge problem. The Adult children of patients become concerned and angry and will seek to change companies to a company that cares enough about its patients to ask the aides to turn off their cell phones and not use them while they are at work. This happens.

How many of you have been in a home and worked with a patient, and found yourself texting your husband, boyfriend, child, BFF? By doing this, you are disrespecting your patient by denying them the care to which they are entitled by being on the phone instead of helping your patient. You are also stealing service time from the patient.

Every patient has a Care Plan that has to be followed and not changed except by a Doctor and Registered Nurse. The tasks assigned to you on the Care Plan need to be performed. Making and receiving non-emergency phone calls or texting while you are at work is against the standard of care you should be giving your patient.

Personal phone calls – while at work – should be kept to an absolute minimum. Please respect your clients and keep your cell phone on silent. Tell your callers to contact you before or after work unless that it is an emergency.

An emergency is not “Can you bring us a loaf of bread? What are we having for dinner? I love you. “etc., etc.

Please do not neglect your patient or your job by the indiscriminate use of a cell phone.

Angel Hands Home Care

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Cell Phone

1. Cell phones should not be used while at a patient's home unless it is a true emergency.

True False

2. My patients do not mind if I call my boyfriend/girlfriend while I am at their home.

True False

3. I never use my cell phone while at work.

True False

4. It doesn't matter if you use your cell phone as long as you did your tasks for the day.

True False

5. If my patient is eating, it is ok for me to send a text message or call my mama.

True False

I understand the importance of restricting my use of a cell phone while at work.

Grade: _____ My Name: _____

Seal _____ Date _____