

BACK-UP PROVIDER DOCUMENTATION

POLICY

Metro Support Services will ensure that Back-up Providers understand documentation requirements when providing services. The following is the guideline we have determined would allow for some flexibility, while ensuring appropriate documentation is occurring:

PROCEDURE

If a back-up provider provides less than three hours of service, the provider will document who did back-up services and any information relayed to the provider from the back-up provider (what they did, if there were any problems, etc.) in the daily t-log. The provider may document all other areas of care in Therap for this short time span, with the following exceptions: **MAR's and Narcotic Count Sheet(s) must still be signed/initialed by back-up provider.** Eventually, the MAR and Narcotic Count Tracking will be in Therap and the back-up provider will need to document this in Therap, as they are the responsible party.

If a back-up provider provides three or more hours of service, the provider should notify Wendy, the Program Coordinator or the Executive Director prior to back-up services occurring. We will link the back-up provider to individual(s) receiving care and the back-up provider will be responsible for documentation while they are providing services. This includes all areas of care/service that the back-up provider is providing. The provider will be responsible for training back-up providers on how to document in Therap. Please make sure to give adequate notification to MSS of upcoming back-up provider services, when possible. We do understand that emergencies happen. However, we will not be able to link a back-up provider when we know that a back-up provider is missing trainings/certifications/insurance, etc. In an emergency we will assist in finding appropriate/approved back-up provider services for you.

Continue to submit an invoice for back-up provider services at the end of each month.

Please let me know if you have any questions or need any assistance with this. Thanks!