

1 10A NCAC 13B .1906 is proposed for temporary amendment as follows:

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3 **10A NCAC 13B .1906 POLICIES AND PROCEDURES**

4 (a) The governing board shall assure written policies and procedures which are available to and implemented by
5 staff. These policies and procedures shall cover at least the following areas:

- 6 (1) admissions;
- 7 (2) dietary;
- 8 (3) discharges with physician orders and patients or residents leaving against physician advice;
- 9 (4) gratuities and solicitation which at a minimum shall provide that no owner, operator, agent or
10 employee of a facility nor any member of his family shall accept a gratuity directly or indirectly
11 from an patient or resident in the facility or solicit for any type of contribution;
- 12 (5) housekeeping;
- 13 (6) infection control which must include, but shall not be limited to, requirements for sterile, aseptic
14 and isolation techniques; and communicable disease screening including, at a minimum, annual
15 tuberculosis screening for all staff and inpatients of the facility;
- 16 (7) maintenance of patient medical or health care records including charging or record keeping;
- 17 (8) orientation of all facility personnel;
- 18 (9) patient or resident care plans, treatment and other health care or nursing care, including but not
19 limited to all policies and procedures required by rules contained in this Subchapter;
- 20 (10) patients' or residents' rights;
- 21 (11) physical evaluation for residents and patients at least annually;
- 22 (12) physician services and utilization of the individual's private physician;
- 23 (13) procurement of supplies and equipment to meet individual patient care needs;
- 24 (14) protection of patients from abuse and neglect;
- 25 (15) range of services provided;
- 26 (16) recording and reporting to the department of accidents or incidents occurring to patients in any
27 part of the facility and maintenance of such reports or records;
- 28 (17) rehabilitation services;
- 29 (18) release of medical record information;
- 30 (19) screening and reporting communicable disease to the local health department; and
- 31 (20) transfers.

32 (b) The governing board shall assure written policies and procedures to assure billing and collection practices in
33 accordance with G. S. 131E-91. These policies and procedures shall include:

- 34 (1) how a patient or patient's representative may dispute a bill ;
- 35 (3) how a patient or patient's representative may appeal a decision made by the facility regarding a
36 bill;
- 37 (4) issuance of a refund resulting from overpayment of a bill;

1 (5) providing written notification to the patient or patient’s responsible party prior to submitting a
2 delinquent bill to a collection agency;

3 (6) providing the patient or patient’s responsible party with the facility’s charity care and financial
4 assistance policies, if the facility is required to file a Schedule H, federal form 990; and

5 (7) the requirement that a collections agency, entity, or other assignee obtain written consent from the
6 facility prior to initiating litigation against the patient or responsible party.

7 (c) To qualify for licensure or license renewal, each facility must provide to the Division, within six months of
8 application, an attestation statement verifying compliance with the requirements in Paragraph (b) of this Rule.

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10 *History Note: Authority G.S. 131E-79; S.L. 2013-382(s.10.1),(s.13.1);*

11 *Eff. February 1, 1986;*

12 *Amended Eff. May 1, 2014; March 1, 1990.*