



COMPLIANCE MANUAL

TITLE 12.351: STANDARDS OF CONDUCT

Quality of Care

The hospice program is committed to providing care of the highest quality by licensed and competent staff in accordance with Laws and Regulations, and the accepted Standards of Practice

The term “covered persons” includes all owners, officers, directors, employees, medical directors, volunteers, contractors, subcontractors, agents and other persons who provide patient care items or services or who perform billing or coding functions of Solaris Hospice, Inc. With the exception of medical directors, this term does not include part time or per diem employees, contractors, subcontractors, agents, and other persons who are not reasonably expected to work more than 160 hours per year, except that any such individuals shall become "Covered Persons" at the point when they work more than 160 hours during the calendar year

[Solaris Healthcare, Inc.](#) and its covered persons respect the patient’s property and right to privacy, informed consent, confidentiality, and safety at all times.

[Solaris Healthcare, Inc.](#) and its covered persons provide care to each patient according to a written plan of care that is established, reviewed, revised as necessary by the hospice Interdisciplinary Team and the patient’s attending physician.

- Hospice employees and covered persons provide accurate, timely, and complete documentation of the care provided to the patient in the patient’s clinical record
- The hospice physician and Interdisciplinary Team provide oversight of the patient’s plan of care that is appropriate and necessary for the palliation of symptoms and management of the terminal illness

[Solaris Healthcare, Inc.](#) coordinates and provides professional management of care under a written agreement with other providers to ensure that the care is provided in accordance with the patient’s hospice plan of care.

Compliance With Laws and Regulations

[Solaris Healthcare, Inc.](#) and its covered persons comply with all federal and state regulations, as well as [Solaris Healthcare, Inc](#) Policies and Procedures governing and related to the provision of hospice care to terminally ill patients and their caregivers.

- [Solaris Healthcare, Inc.](#) employees and covered persons provide complete and accurate information to patients and caregivers about the palliative nature of hospice care, the Medicare Hospice Benefit (MHB), its criteria for eligibility, and any limitations of coverage
- [Solaris Healthcare, Inc.](#) and its covered persons ensure that patients who elect the MHB (if applicable) meet eligibility requirements for admission to the program and continue to be eligible throughout the provision of hospice care

[Solaris Healthcare, Inc.](#) and its covered persons maintain high standards of business and ethical conduct in accordance with applicable Federal, State, and Local Laws pertaining to fraud, waste, and abuse.

- [Solaris Healthcare, Inc.](#) and its covered persons will not provide or accept gifts or services or any form of remuneration to or from potential patients or referral sources

- Solaris Healthcare, Inc. and its covered persons do not participate in activities or business relationships that might pose a conflict of interest with their responsibilities to the hospice program
- The hospice program and criteria for admission are accurately described in all marketing materials
- The hospice cost report is completed in conformance with Laws and Regulations, is accurate, and is submitted on time
- The claims for reimbursement submitted by the hospice program are complete, and accurately reflect services provided, the location of services, and the hospice provider number, and are consistent with Federal Health Care program requirements

Compliance Program Requirements

Solaris Healthcare, Inc. and its covered persons are expected to comply with the organization's Standards of Conduct and with the organizations policies and procedures; any violations of the Standards result in disciplinary action. Disciplinary action to covered persons for violations of the Standards of Conduct will range from written warning to termination, depending on the severity and frequency of the violation.

Solaris Healthcare, Inc. covered persons are required to report to the Compliance Officer or designee, any conduct or activities that are in violation of the program's Standards of Conduct, Federal Health Care program requirements or Solaris' own policies and procedures. Failure to report suspected or known violations of the Standards of Conduct, Federal health care program requirements or of Solaris' own Policies will result in disciplinary action ranging from written warning to termination.

- All individuals have the right to use Solaris' disclosure program.
- Lines of communication to hospice supervisors and the Compliance Officer are available to all covered persons
- Covered persons may use the "Guidance Line" (posted in each office) for reporting for the purpose of raising questions, concerns, or complaints regarding suspect conduct or activity; the phone numbers for the "guidance line are listed at the bottom of this page.
- Solaris Healthcare, Inc. is committed to protecting the anonymity, in so far as possible, of any person making complaint or inquiry
- Covered persons and all individuals who meet obligation to report questionable activity or conduct are protected from retaliation or any form of retribution

All documents pertaining to the provision of care and to the compliance program will be protected, retained, and destroyed in accordance with policy and procedure.

- Solaris Healthcare, Inc. and its covered persons do not alter or destroy hospice documents requested by Federal or State Authorities

Guidance Line Numbers:

940-627-1102
866-439-3949 toll free

If any individual does not feel comfortable going through the normal channels, a telephone hotline is available and may be reached at 888-765-7408 for anonymous reporting