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[Billing/Collections Clerk](#)

[Filing/Data Processing Clerk](#)

[Office Manager](#)

[Payroll & Benefits Coordinator](#)

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<a href="#">Contingency Plan if Organization Closes</a>	8-028
<a href="#">Annual Organization Evaluation</a>	8-029
Addendum: <a href="#">Self-Assessment of Health Care Organizational Performance (Sample)</a>	8-029.A
<a href="#">Professional Advisory Committee</a>	8-030
Addendum: <a href="#">Professional Advisory Committee Members</a>	8-030.A

**SECTION NINE  
PATIENT-CENTERED CARE**

<b>Policy/Procedure</b>	<b>Policy No.</b>
<a href="#">Scope of Services</a>	9-001
<a href="#">Financial Responsibility and Medicare Written Notice</a>	9-002
Addendum: <a href="#">Advance Beneficiary Notice (ABN) of Noncoverage</a>	9-002.A
Addendum: <a href="#">Home Health Change of Care (HHCCN)</a>	9-002.B
Addendum: <a href="#">Generic Expedited Determination Notice</a>	9-002.C
Addendum: <a href="#">FFS Expedited Review Detailed Notice</a>	9-002.D
Addendum: <a href="#">Additional CMS Resources for ABN and Expedited Notices</a>	9-002.E
<a href="#">Complaint/Grievance Process</a>	9-003
<a href="#">Referral Disclosure and Care Decisions</a>	9-004
<a href="#">Bill of Rights</a>	9-005
<a href="#">Facilitating Communication*</a>	9-006
Addendum: <a href="#">Organization List of Interpreters*</a>	9-006.A
<a href="#">Advanced Directives</a>	9-007
Addendum: <a href="#">Advance Directives Information Statement</a>	9-007.A
Addendum: <a href="#">Durable Power of Attorney for Health Care*</a>	9-007.B
<a href="#">Informed Consent/Refusal of Treatment</a>	9-008
<a href="#">Assessment of Possible Abuse/Neglect</a>	9-009
Addendum: <a href="#">Organization List of Private and Public Community Agencies that Provide or Arrange for Assessment of Suspected or Alleged Abuse/Neglect Victims</a>	9-009.A
<a href="#">Do Not Resuscitate/Do Not Intubate Orders</a>	9-010
<a href="#">Cardiopulmonary Resuscitation</a>	9-011
<a href="#">Withdrawal of Life-Sustaining Care</a>	9-012
<a href="#">Care of the Dying Patient</a>	9-013

SAMPLE

ATTACHMENTS

[CHAP Crosswalk](#)  
[Glossary](#)

Attachment I  
Attachment II

SAMPLE