

True Care Home Therapy Clinician Expectations - Memorandum of Agreement

Clinician True Care Home Therapy is a small, woman-owned business headquartered in Morrisville, NC. We are professional, collaborative, fun, and patient-centric.

True Care contracted Clinicians agree to:

- Model the True Care brand by showing professionalism, compassion, empathy and creativity.
- Perform normal, expected services and duties with minimal supervision.
- Work as a 1099 independent contractor who has no entitlement to company benefits of any type.
- Use excellent communication skills both written and verbal. Avoiding using slang or profanity in the presence of patients.
- Demonstrate resourcefulness, initiative, enthusiasm, and a sincere interest in helping patients reach their maximum potential.
- Utilize strong analytical and observational skills to collect and synthesize information to provide safe, effective care.
- Confer with management regarding any outside service referrals prior to making a referral. Utilize the list of partner providers whenever possible.
- Educate patients and advocates about the recovery process and ways to prevent future injuries.
- Outline clear goals for the patient and educate on the expected outcome of treatment.
- Maintain professional therapeutic relationships with patients. Avoid linking on personal social media accounts.
- Show strong interpersonal skills, emotional intelligence and maturity, while also maintaining discretion and confidentiality.

- Demonstrate a patient-service orientation and positive attitude to create a culture of excellence and professionalism in all patient interactions.
- Complete all documentation and notes following Medicare best practices with documentation entered and signed within 48 hours of service provision.
- Arrive timely to all appointments with a standard of parking at least 5 minutes before the appointment starts.
- Notify management a minimum of 24 hours prior to the appointment if unable to keep a scheduled patient appointment unless in the case of a true emergency.
- Contact and assess care needs for recently discharged patients within 48 hours of discharge.
- Follow a professional, business casual dress code. Wear a True Care branded shirt with scrubs, long slacks, or dressy long shorts with approval. No jeans. Shoes must be professionally appropriate. Clothing must be clean and neat in appearance. Hair and nails should be clean. No facial jewelry. Tattoos should be kept covered when possible. No excessive use of perfume, perfumed lotion, or soap with a strong scent. Hair length, color, and style should be professional. Men's facial hair should be kept trimmed.
- Maintain and have available the True Care provided equipment at all patient interactions. Replace any items that are lost or damaged in the equipment kit.

Signature indicating agreement

Date Signed