

# Memo

**To:** Hospice Visiting Staff

**Date:** December 23, 2024

**Subject:** Timely Submission of Notes and Route Sheets

Dear Team,

This is a reminder of the importance of submitting your notes and route sheets in a timely manner. To ensure accurate record-keeping and compliance with organizational and regulatory requirements, all documentation must be submitted promptly.

Effective January 1, 2025:

1. **Timely Submission:** All visit notes and route sheets must be submitted every Monday, and by Payroll deadlines.
2. **Non-Credit Policy:** Any notes or route sheets submitted on the 30th day or later from the visit date will not be credited and will be considered as a missed visit.

This policy is critical to maintaining accurate patient records and ensuring timely billing and reimbursement processes.

If you encounter any challenges in completing your documentation within the required timeframe, please communicate with your supervisor as soon as possible to address any issues.

Thank you for your cooperation and dedication to providing exceptional care to our patients.

Best regards,

**Jemaima Castro**

Governing Body Member

---

I, \_\_\_\_\_ (print name), acknowledge that I have received, read, and understood the memo regarding the timely submission of visit notes and route sheets.

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_