



## ADMINISTRATIVE OVERVIEW SERVICE SPECIFIC ATTACHMENT

- G. Describe your policy for notifying the ASAP agency about problems encountered that affect completion of authorized services (such as no answer at the door, etc.).
  
- H. Describe your procedure for consumer /caregiver non-payment of medications.
  
- I. Describe your procedure for ensuring staff sensitivity to elders.
  
- J. Describe your process for responding to consumers who speak a language not spoken by your monitoring staff; are hearing impaired; or are confused.
  
- K. Describe your policy for delays due to weather and holidays. How are consumers and the ASAP notified?
  
- L. How do you inform the consumer if a different generic medication is used?

### **II. Personnel Procedures**

- A. Describe your procedure for the orientation and training of Pharmacy Technicians, and drivers.

