



## “Dealing Effectively with Non-Compliant Patients and Their Caregivers”

A Teleconference Presented by  
**Elizabeth E. Hogue, Esq.**

Health Care Attorney & Consultant, Washington, D.C.

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**Thursday, October 21, 2010**

**1:00pm to 2:30pm EST**

(registration deadline 10/14/2010)

Home care field staff and their managers continue to encounter patients and/or their caregivers who are chronically non-compliant with patients' plans of care. In addition to the serious consequences of non-compliance for patients, clinicians face enhanced risk of legal liability for non-compliant patients because it is very difficult to separate non-compliance from substandard care. What should clinicians do when they encounter instances of non-compliance by patients? What can staff and management do about primary caregivers who are non-compliant? The purpose of this audio-conference is to provide specific, practical guidance about how to address non-compliance in order to help achieve compliance and avoid liability.

### **How to Register...**

Complete the Registration Form and return to Home Care Association of NJ. Registered locations will be sent an e-mail confirmation prior to the scheduled date of each audio-conference with dialing information and a web link to download handout materials and/or resources. Join the call by dialing the toll-free number and giving the conference ID number. Gather your staff and listen via speakerphone to the presentation, follow along with the handouts and participate in live, interactive Q&A.

### **Educational Objectives:**

- ◆ Describe how to document non-compliance.
  - ◆ Identify two practical ways to try to achieve compliance.
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### **About the Speaker:**

**Elizabeth E. Hogue** is an attorney in private practice with extensive experience in health care. Her clients are professional associations, managed care providers, and institutional health care providers, including hospitals, long-term care facilities, home health agencies, DME companies, and hospices. She has also represented a number of individual providers and case managers concerning health-related issues.



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**Registration confirmation will be sent only to those providing a valid email below.** Written requests for refunds received on or before the registration deadline for each session will receive a 50% refund less a \$50 processing fee for the cancelled session. Fees are non-refundable after this date; There are no refunds for no-shows. Cancellation requests should be emailed to [donna@homecarenj.org](mailto:donna@homecarenj.org). The sponsors reserve the right to cancel or modify any teleconference listed herein for any reason without advanced notice. Make checks payable to: Home Care Association of NJ. **Registrations must be received in writing. Registration will not be accepted without payment for non-member agencies. Certificates of attendance will be mailed after evaluations are received.**

**REGISTRATION FEE INCLUDES 1 (ONE) DIAL-IN LINE ONLY.  
FOR ADDITIONAL DIAL-IN LINES PLEASE COMPLETE A SEPARATE  
REGISTRATION FORM. AGENCIES ACCESSING ADDITIONAL LINES WILL BE  
RESPONSIBLE FOR THE FULL REGISTRATION FEE FOR EACH LINE.**

**I would like to register for the following teleconference:**

- |   |       |
|---|-------|
| <input type="checkbox"/> Home Care Association of NJ Member | \$155 |
| <input type="checkbox"/> Non-Member                         | \$295 |

Name: \_\_\_\_\_

Agency Name: \_\_\_\_\_

Agency Address: \_\_\_\_\_

E-mail Address (please print legibly): \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

**PAYMENT INFORMATION:**

Total Amount Due: \$ \_\_\_\_\_

Check # \_\_\_\_\_ *(payable to: Home Care Association of NJ)*

Credit Card:                       Visa                       MasterCard                       American Express

Credit Card Number: \_\_\_\_\_ CVV # \_\_\_\_\_

Exp. Date: \_\_\_\_\_ Name (as it appears on card): \_\_\_\_\_

Address (of cardholder): \_\_\_\_\_

Signature (required): \_\_\_\_\_

**Fax completed registration form(s) to (732) 877-1101 or mail with payment to: Home Care Association of NJ at 485D Route 1 South, Suite 210, Iselin, NJ 08830. For questions please contact Karen Noll at [karen@homecarenj.org](mailto:karen@homecarenj.org)**