

MedReach Home Healthcare Services

HOME HEALTHCARE GUIDELINES FOR NURSES

INTRODUCTION

Welcome to MedReach Home Healthcare Services. As a MedReach nurse, you represent professionalism, compassion, patient safety, and ethical nursing practice. Home healthcare requires a high level of responsibility because care is delivered directly within the patient's home environment.

These guidelines are designed to help nurses provide safe, respectful, professional, and high-quality care while protecting both patients and healthcare professionals.

All nurses are expected to operate within:

- Their professional scope of practice
- Nursing and Midwifery Council of Nigeria (NMCN) standards
- Applicable laws and ethical requirements
- MedReach operational policies

1. PROFESSIONAL CONDUCT

Always maintain professional behavior during all patient interactions.

Nurses must:

- Introduce themselves properly
- Present themselves neatly and professionally
- Wear appropriate identification where applicable
- Speak respectfully to patients and family members
- Maintain calm and professional communication
- Avoid arguments or confrontations
- Respect cultural and religious beliefs
- Maintain professional boundaries at all times

Nurses must NOT:

- ✗ Request personal favors or loans from patients
- ✗ Accept inappropriate gifts or payments outside the platform
- ✗ Engage in abusive, threatening, or inappropriate behavior

- ✗ Share personal relationships with patients
- ✗ Use alcohol or drugs before or during assignments

■ *You are entering a patient's private home. Professionalism builds trust and protects your nursing license.*

2. PATIENT PRIVACY & CONFIDENTIALITY

Patient confidentiality is extremely important.

Nurses must:

- Protect all patient information
- Discuss patient information only when necessary for care
- Keep medical details confidential
- Secure patient notes and records
- Ensure conversations cannot be overheard unnecessarily

Nurses must NOT:

- ✗ Record patients without consent
- ✗ Share patient photos or videos
- ✗ Post patient information on social media
- ✗ Discuss cases publicly or with unauthorized persons

Examples of confidential information include:

- Diagnosis
- Medications
- Lab results
- Home address
- Medical history
- Phone numbers
- Family information

Breaching patient confidentiality may lead to:

- Removal from MedReach
- Professional disciplinary action
- Legal consequences

3. SAFETY PRECAUTIONS

Personal safety and patient safety are priorities.

Before accepting assignments:

- Review patient information carefully
- Confirm location details

- Ensure you are comfortable with the assignment
- Clarify care expectations before arrival

During visits:

- Inform trusted contacts of your location when necessary
- Stay alert to unsafe surroundings
- Avoid escalating conflicts
- Leave immediately if you feel unsafe
- Contact MedReach support if concerns arise

Infection Prevention:

- Wash or sanitize hands before and after care
- Use gloves and PPE appropriately
- Dispose of medical waste safely
- Follow standard infection prevention practices

■ *Never perform procedures beyond your competence or authorization.*

4. COMMUNICATION STANDARDS

Effective communication improves patient outcomes.

Nurses must:

- Speak clearly and respectfully
- Explain procedures before performing them
- Encourage patients to ask questions
- Communicate concerns professionally
- Update patients about delays or changes

When communicating with doctors:

- Provide accurate observations
- Report abnormal findings promptly
- Escalate urgent concerns immediately

Examples of findings that should be reported:

- Difficulty breathing
- Chest pain
- Severe bleeding
- Altered mental status
- Sudden weakness
- High fever
- Seizure activity
- Extremely abnormal vital signs

5. DOCUMENTATION EXPECTATIONS

Accurate documentation is essential.

Nurses should document:

- Time of arrival and departure
- Patient observations
- Vital signs
- Interventions performed
- Patient complaints
- Education provided
- Escalations or referrals
- Communication with doctors or support teams

Documentation should be:

- Accurate
- Professional
- Clear
- Objective
- Timely

Avoid:

- False documentation
- Guessing information
- Altering records improperly

■ *"If it was not documented, it may be considered not done."*

6. MEDICATION & TREATMENT SAFETY

Nurses must follow safe medication practices.

Nurses must:

- Verify patient identity
- Confirm medication orders
- Check allergies
- Follow proper dosage instructions
- Observe for adverse reactions

Nurses must NOT:

- ✗ Administer medications without authorization
- ✗ Recommend unsafe treatments
- ✗ Practice outside your scope
- ✗ Alter prescriptions independently

■ *If unsure: Pause and seek clarification from the supervising doctor or MedReach support.*

7. ESCALATION PROCESS

Some situations require immediate escalation.

Contact emergency services or escalate immediately for:

- Difficulty breathing
- Loss of consciousness
- Stroke symptoms
- Severe trauma
- Uncontrolled bleeding
- Seizures
- Suicidal behavior
- Severe chest pain

Also escalate:

- Unsafe environments
- Patient abuse concerns
- Aggressive behavior
- Clinical deterioration
- Medication reactions
- Refusal of necessary care

■ *Document all escalations appropriately.*

8. HOME VISIT BEST PRACTICES

Before the Visit:

- Confirm appointment details
- Prepare necessary equipment
- Ensure phone battery is charged
- Dress professionally

During the Visit:

- Respect the patient's home
- Maintain cleanliness
- Focus on assigned duties
- Avoid unnecessary distractions

After the Visit:

- Complete documentation promptly
- Report concerns appropriately
- Follow up when instructed

9. ETHICS & SCOPE OF PRACTICE

Nurses must practice within their level of competence and licensure.

Never:

- Perform unauthorized medical procedures
- Misrepresent qualifications
- Provide false assurances
- Diagnose beyond scope where not authorized

Always:

- Seek help when uncertain
- Prioritize patient safety
- Follow ethical nursing principles

10. MEDREACH EXPECTATIONS

As a MedReach nurse, you are expected to:

Nurses must:

- Maintain professionalism
- Respond responsibly to patient requests
- Respect patient dignity
- Provide compassionate care
- Communicate appropriately
- Uphold the reputation of MedReach

Failure to comply with these guidelines may result in:

- Account suspension
 - Removal from the platform
 - Reporting to relevant authorities where necessary
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FINAL NOTE

Home healthcare is an important extension of patient-centered care. Nurses play a vital role in improving healthcare access, comfort, safety, and continuity of care within communities.

Thank you for being part of MedReach and for your commitment to safe and compassionate healthcare delivery.