

	Montana Mental Health Nursing Care Center Policy Manual	Policy Number	311
		Original Date	01/24/1985
	Department: Business Office	Revised Date	01/09/2014
	Resident Mail Orders		

POLICY:

The Business Office will approve mail orders and credit card orders for residents and ensure all items are received.

PROCEDURE:

1. The Resident Service Technician will keep a copy of all mail orders and credit card orders placed for residents and paid from the resident's account.
2. When the mail order package is received it will be delivered to the Resident Service Technician. A credit card order is given to the CNA Supervisor, the invoice given to Resident Services Technician.
3. Clothing request slips will be filled out by staff and given to the CNA Supervisor for approval. CNA Supervisor will give request slips to the Resident Service Technician for approval. The Resident Service Technician will verify money is available and give slip to Psychology Specialist who checks the store inventory for items. Item not available in store will be ordered by the Resident Service Technician.
4. When the order is received, Social Service Technician will check the order, attach original clothing request slip to items and e-mail to the CNA Supervisor. The CNA Supervisor will distribute the clothing to the CNA to assure appropriate fit.
 - A. If the clothing fits, it will be marked with the resident's name. The clothing slip will be signed and returned to Resident Accounts for bill payment.
 - B. If the clothing doesn't fit, articles will be returned to Resident Accounts for exchange or refund.
5. Any discrepancies will be resolved by the Resident Service Technician.