

Patient Bill of Rights

The following rights may be exercised by the patient or the patients' representative:

1. The right to be treated with dignity and respect by all who provide patient care.
2. The right to know what services/products and equipment are available directly or by contract.
3. The right to be notified of any changes in the charges for services within 15 days from the date that the agency is made aware of the changes.
4. The right to participate in the plan of care and any plan changes before it is made.
5. The right to expect proper identification from staff that cares for the patient in the home and the professional qualifications of the disciplines that provide care.
6. The right to receive service without regard to race, creed, gender, age, handicap, sexual orientation, veteran status or lifestyle.
7. The right to receive service without regard to whether or not any advance directive has been executed.
8. The right to make informed decisions about care and treatment plans and to receiving information in a way that is understandable.
9. The right to be notified in advance of treatment options, transfers, when and why care will be discontinued.
10. The right to receive and access services consistently and in a timely manner in accordance with organizations stated operational policy.
11. The right to education, instructions and requirements for continuing care when the services of the agency are discontinued.
12. The right to participate in the selection of options for alternative levels of care or referral to other organizations, as indicated by the patient's continuing care needs.
13. The right to receive disclosure information regarding any beneficial relationships the organization has that may result in profit for the referring organization.
14. The right to be referred to another provider organization if the organization is unable to meet the patient's needs or if the patient is not satisfied with the care they are receiving.
15. The right to voice grievances without reprisal regarding treatment, care or respect for property that is or fails to be furnished by anyone providing agency services.
16. The right to receive information on grievance procedures which includes contact name, phone numbers, hours of operation, how to communicate problems and document a response from the agency regarding investigation and resolution of the grievance.
17. The right to be advised of the availability, purpose and appropriate use of State, Medicare and CHAP Hotline numbers.
18. The right to refuse treatment and be informed of potential results and/or risks.
19. The right to not receive any experimental treatment without the patient's specific agreement and full understanding of information explained.

20. The right to be free from any mental, physical abuse, neglect or exploitation of any kind by agency staff.
21. The right to have patient property treated with respect.
22. The right to confidentiality of personnel health information and the organization's policy for accessing and disclosure of clinical records that comply with HIPAA and state regulations.
23. The right to receive information regarding the agency's liability insurance upon request.

Patient Responsibilities

The patient/caretaker has the responsibility:

1. To provide the agency with accurate and complete information regarding current medications and treatments, and any changes herein.
2. To provide the agency with information regarding unexpected changes of the clinical or medical condition of the patient.
3. To notify the agency regarding a change in address and/or phone number.
4. To notify the agency regarding any change in insurance coverage.
5. To notify the agency regarding any change in the attending or primary physician.
6. To notify the agency regarding admission to the hospital, nursing or other facility.
7. To keep physician appointments and be present for appointments established by nursing supervisor, clinicians, therapists, or delivery personnel.
8. To follow the treatment plan established by the primary physician.
9. For his/her own actions if treatment is refused, or instructions are not followed as set forth by the primary physician.
10. To notify the agency regarding changes in scheduling and/or hours of coverage.
11. To notify the agency regarding concerns/problems experienced by agency staff.
12. To care for equipment as instructed and return equipment in good condition.