

## **Patient Rights and Responsibilities**

As a consumer of health care, you have important patient rights and responsibilities to ensure that you receive reasonable and appropriate health care. You are entitled to these rights regardless of sex, race, national origin, religion, physical handicap, or source of payment for your health care. All of your rights as a health care consumer also apply to the person who may have legal responsibility to make decisions regarding your health care. The patient's rights and responsibilities are indicated as follows:

### **Patient Rights**

**Patients have the right and patient's family or guardian may exercise the patient's right when the patient has been judged incompetent to:**

1. Be fully informed, orally and in writing, prior to admission regarding their rights and responsibilities and to exercise these rights at their discretion.
2. Be treated with dignity, respect and free from verbal, mental, or physical abuse and to have their property treated with consideration by staff members.
3. Advise the patient in advance of the disciplines that will furnish care and the frequency of visits proposed to be furnished and to be informed in advance of any changes in the plan of care including frequency of visits. To participate in the development and implementation of the plan of care including charges, services and discharge.
4. Refuse treatment and any portion of planned treatment without relinquishing portions of the treatment plan, except where partial treatment is contradicted with Medicaid/Medicare and to be informed of the expected consequences of that action.
5. Change providers at any time. Have input into the choice of other service providers when appropriate.
6. Be notified of other community resources.
7. Be fully informed, and when required, receive in writing applicable state laws and company policies regarding living wills, advance directives, durable power of attorney. To receive this information prior to or at the time of the first home visit before care is provided. To expect those directives or those chosen by their representative to be followed unless provider cannot comply on the basis of conscience in which case the agency will notify the client.
8. Participate in the consideration of ethical/bioethical issues that might arise regarding their care. To refuse experimental treatment or drugs without written consent.

9. Voice grievances regarding treatment or care that is (or fails to be) furnished, or regarding lack of respect for property to the agency administrator. Recommend changes in policy without coercion, discriminatory reprisals or unreasonable interruptions of service to the agency administrator. Each state maintains a toll free hot line where the client may voice unresolved grievances, complaints, questions or concerns regarding compliance with advance directive requirements. ACHC, the accrediting body for Home Care Partners of Cincinnati, can be contacted at 919-785-1214.

10. Confidentiality regarding information about their health, social and financial circumstances and the right to review their record and receive a copy of the record with a proper written request. To expect release of information only as required by law or authorized by the patients.

11. Expect admission to the agency only if the agency has appropriate trained personnel necessary to manage their care and insure continuity of care.

12. Be notified upon admission and at the time the agency becomes aware of any changes in charges to the payer and what the client is responsible for not more than 30 days from the date that the agency becomes aware of the change. To know how much care will cost, including frequency and unit charge, and what portion (if any) is to be paid by the other sources, such as private insurance, government programs or changes the client may have to pay.

13. Be informed in advance of the impending discharge from services, transfer to other provider or need for alternate services.

14. Have communication needs met, including provisions for sign language and foreign languages.

15. To receive assessment and services appropriate to your needs, including pain management and expect the home care organization to provide safe, professional care at the level of intensity needed, without unlawful restriction by reason of age, sex, race, creed, color, national origin, religion, disability, or source of payment for care.

16. When a patient elects to transfer from another Home Health Agency, the previous agency will no longer receive Medicare payments on behalf of the patient and will no longer provide Medicare covered services to the patient after the date of the patient's elected transfer.

17. Receive an investigation by the organization of complaints made by clients or family guardians regarding treatment or care that is (or fails to be) furnished, or regarding lack of respect for the client's property by anyone furnishing services on behalf of the organization. The existence and resolution of the complaint will be documented.

18. Be able to identify staff members through proper identification.

19. Be informed of any financial benefit when referred to the organization.
20. Be informed of provider service/care limitations.
21. Be advised on the agency's policies and procedures regarding disclosure of clinical records.
22. Be informed of rights regarding collection and reporting of OASIS information.
23. Be informed of anticipated outcomes or service/care and any barriers to outcome achievement.

### **Patient Responsibilities**

1. Treat agency personnel with respect.
2. Participate in developing, updating, and adhering to plan of care.
3. Voice concerns or problems that may arise.
4. Inform agency regarding presence of or changes in advanced directives.
5. Inform agency when unavailable for a visit.
6. Inform agency of changes in address, phone, or insurance information.
7. Maintain safe home environment. Per policy, if home environment is deemed a safety risk to caregiver, staff will be removed, client discharged, and no further care rendered.
8. Provide accurate and complete medical history and pertinent health related information.
9. Inform agency personnel when instructions cannot be understood or followed.
10. To insure continuity of care, patients who receive constant or 24 hours supervision must have their caregiver present in the home on the premises during visits by agency personnel. If the constant caregiver leaves the home or premises or is otherwise absent during the home health visit(s), the agency reserves the right to discharge the patient from service and notify the appropriate authorities.