

Client/Patient Information - Client/Patient Bill of Rights - Scope of Services - Home Health Aide Responsibilities - Client/Patient/Agency Responsibilities

Client/Patient Rights

A client/patient has the following rights:

1. To be informed in advance about the care to be furnished, the plan of care, expected outcomes, to treatment, and any changes in the care to be furnished. The agency must ensure that written informed consent that specifies the type of care and services that may be provided by the agency has been obtained for every client, either from the client or their legal representative. The client or the legal representative must sign or mark the consent form.
2. To participate in the planning of the care or treatment and in planning changes in the care or treatment.
 - An agency must advise or consult with the client or legal representative in advance of any change in the plan of care.
 - A client has the right to refuse care and services.
 - A client has the right to be informed, before care is initiated, of the extent to which payment may be expected from the client, third-party payers, and any other source of funding known to the agency.
3. To have assistance in understanding and exercising his rights. The agency must maintain documentation showing that it has complied with the requirements of this paragraph and that the client demonstrates understanding of rights.
4. To exercise his rights as a client of the agency.
5. To have his person and property treated with consideration, respect, and full recognition of his individuality and personal needs.
6. To be free from abuse, neglect, and exploitation by an agency employee or contractor.
7. To confidential treatment of his personal and medical records.

**Client/Patient Information - Client/Patient Bill of Rights - Scope of Services -
Home Health Aide Responsibilities - Client/Patient/Agency Responsibilities**

8. To voice grievances regarding treatment or care that is or fails to be furnished, or regarding the lack of respect for property by anyone who is furnishing services on behalf of the agency and must not be subjected to discrimination or reprisal for doing so.
9. In the case of a client adjudged incompetent, the rights of the client are exercised by the person appointed by law to act on the client's behalf.
10. In the case of a client who has not been adjudged incompetent, any legal representative may exercise the client's rights to the extent permitted by law.

Scope of Services

Physical Therapy
Speech Therapy

Occupational Therapy
Pediatric Services

Patient Responsibilities

1. To provide medical and personal information necessary to plan and carry out care, including information on advanced directives.
2. To follow instructions agreed upon by you and the Agency and to inform when instructions are not followed.
3. To have and maintain contact with your physician to allow the physician to order and supervise your care.
4. To provide information and releases when required for billing purposes.
5. To allow the Agency to act on your behalf in filing appeals of denied payments of service and to the fullest extent possible in such appeals.
6. To be available to the staff for home visits at reasonable times.
7. To notify the Agency if you are going to be unavailable for a visit.
8. To provide a safe working environment for the home health staff.

**Client/Patient Information - Client/Patient Bill of Rights - Scope of Services -
Home Health Aide Responsibilities - Client/Patient/Agency Responsibilities**

9. To notify the Agency of any changes in treatment made.
10. To inform the Agency of any dissatisfaction with service or care.
11. To participate with the Agency staff in developing a patient/family Emergency Preparedness and Response Plan.

Agency Responsibilities

1. To be available to respond to the physician in a timely manner.
2. To submit written documentation and medical information to the physician, in a timely manner. To include:
 - Plan of Care
 - Clinical Update Summaries
 - Discharge Summary
3. To follow the Plan of Care as ordered by the physician.
4. To notify the physician of changes in the patient's status.
5. To provide patient with amount of assistance requested to complete registration process for evacuation assistance of 2-1-1.
6. To triage client/patients during an emergency/disaster, offering assistance according to triage level and need.
7. To re-evaluate client/patients following an emergency/disaster and providing care according to need.

**Client/Patient Information - Client/Patient Bill of Rights - Scope of Services -
Home Health Aide Responsibilities - Client/Patient/Agency Responsibilities**

Non-Discrimination

Agency will not discriminate in admission, treatment, or provision of services with respect to age, race, color, religion, military status, gender, gender preference, genetic information, marital status, national origin, disability, or source of payment.