

## HOME CARE CLIENT'S BILL OF RIGHTS AND RESPONSIBILITIES

Home care clients have the right to be notified of their rights and responsibilities before treatment begins or during the initial evaluation visit. A client's legal guardian or parent, in the case of a minor, may exercise these rights on behalf of the client. If the client is unable to read this statement of rights, it will be communicated to the client in a language or manner the client can understand free of charge.

### **As a home care client, you have the right to...**

- Be treated with consideration, respect, and full recognition of your dignity and individuality, including privacy in treatment and personal care and respect for personal property.
- Receive appropriate, professional care without discrimination based on race, religion, color, national origin, sex, disability, age, or sexual orientation.
- Be informed regarding home care eligibility criteria prior to consenting to treatment, and receive a timely response from the home care agency regarding your request for home care services.
- Participate in, be informed about, and consent or refuse care in advance of and during treatment, where appropriate, with respect to completion of all assessments and the care based on these assessments, plan of care development and revision, the disciplines that will furnish the care, frequency of visits, expected outcomes of care, including patient-identified goals, and anticipated risks and benefits, any factors that could impact treatment effectiveness and any changes in the care to be furnished.
- Receive all service outlined in the plan of care.
- Be informed that care is evaluated through the provider's quality assurance program.
- Refuse treatment within the confines of the law and to be informed of the consequences of such action; to be involved in experimental research only upon your voluntary written consent; to make decisions related to the withdrawal of treatment, with which the provider will comply within the confines of the law and according to a physician's order.
- Know that you may specify advance directives through such vehicles as a living will or a durable power of attorney should you become mentally or physically unable to choose or communicate your wishes regarding care.
- Be free from emotional, psychological, sexual, and physical abuse, including injuries of unknown source, and from exploitation by the home health care provider.
- Be free from chemical and physical restraints except as authorized in writing by a physician.
- Be ensured of confidential treatment of all information contained in your personal and clinical record, with your written consent required to release such information to anyone not otherwise authorized by law to receive it.
- Know that medical information contained in your client record shall be deemed to be your property and you have the right to a copy of such records upon request.
- Receive proper written notice, in advance of a specific service being furnished, if we believe that the services may be non-covered care, or in advance of our reducing or terminating ongoing care.
- Be informed in advance of anticipated plans for transfer to another agency or facility, and to be informed of any financial benefit to the referring home care agency.
- Be informed in advance of the next home health visit the charges for services, including payment for care expected from third parties and any charges you will be expected to pay. You and your representative (if any), will be informed of any changes in charges within 30 days of the date the provider becomes aware of the change. Further, you will be informed orally and in writing of all items and services furnished by the agency for which payment is made under Medicare, Medicaid or any other federal program.

- Receive an OASIS Statement of Patient Privacy Rights to all patients for whom the OASIS data is collected or OASIS Notice About Privacy Practices for Patients Who Do Not Have Medicare or Medicaid coverage.
- Voice grievances and suggest changes in service or staff without fear of restraint, discrimination or reprisal. In addition to referring concerns and questions to your home care agency, you may also call the NH Home Health “Hot Line” (800-621-6232) between 9 AM and 4 PM weekdays to receive information about home health services, to ask questions, or to voice a complaint. You may contact our Clinical Manager at 75 Chestnut St, Franklin, NH 03235 or call (603) 934-3454.
- To receive honest, accurate information regarding the home health care industry in general, and about the agency providing care in particular (such as employees’ name, qualifications, staff position, visit charges, and agency ownership).
- To choose a patient-selected representative who participates in making decisions related to the patient’s care and well-being. This could be, but is not limited to, a family member or advocate. You determine the role of the representative, to the extent possible. You may also have a *legal representative*, such as a guardian, who makes health care decisions on your behalf.
- To have written notice of the Home Care Client’s Bill of Rights and Responsibilities and the Discharge and Transfer policies provided to a patient-selected representative within 4 days of the initial evaluation visit.

**As a home care client, you have the responsibility to...**

- Give accurate and complete health information.
- Participate in developing and following the plan of care.
- Assist in creating and maintaining a safe home environment in which care will be delivered, free from sexual or other forms of harassment by the client or others in the home or unsafe conditions in an around the home which imminently threaten the safety of the home health care provider personnel or jeopardize the home health care provider’s ability to provide care.
- Request information about anything that you do not understand and express to your home health agency any concerns regarding your home care services.
- Inform the home care provider when you are unable to keep an appointment for a home care visit.
- Inform the home care provider of the existence of your advance directives and any changes you make to them.
- Be informed of the transfer and discharge policy.

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