



HOME HEALTH CARE PATIENT BILL OF RIGHTS

Dignity and Respect- (484.50(c)(1); (2))

Patients have the right to:

- Have their property and person treated with respect
- Be free from verbal, mental, sexual, and physical abuse, including injuries of unknown source, neglect and misappropriation of property.

Complaints- (484.50(c)(3))

Patients have the right to file complaints with the home health agency:

- Regarding their treatment and/or care that is provided
- Regarding treatment and/or care the agency fails to provide
- Regarding the lack of respect for property and/or person by anyone who is providing services on behalf of the home health agency.

Decision Making, Consent, and Services Provided -(484.50(c)(4)(ii-viii)and(5))

Patients have the right to:

- Participate in, be informed about, and consent or refuse care in advance of and during treatment with respect to:
 - ✓ Completion of all assessments;
 - ✓ The care to be furnished, based on the comprehensive assessment;
 - ✓ Establishing and revising the plan of care;
 - ✓ The disciplines that will furnish the care;
 - ✓ Expected outcomes of care, including patient- identified goals, anticipated risks and benefits;
 - ✓ Any factors that could impact treatment effectiveness;
 - ✓ Any changes in the care to be furnished; and
 - ✓ Receive all services outlined in the Plan of Care



Privacy and Access to Medical Records (484.50 (c)(6))

Patients have a right to:

- A confidential record
- Access to and the release of patient information and clinical records

Financial Information- 484.50(c)(7)(i-iv)

Patients will be advised of:

- The extent to which payment for home health services may be expected from Medicare, Medicaid, or any other federally- funded or federal aid program known to the home health agency;
- The charges for services that may not be covered by Medicare, Medicaid, or any other federally- funded or federal aid program known to the home health agency;
- The charges the individual may have to pay before care is initiated;
- Any changes in the information regarding payment for service as soon as possible, in advance of the next home visit;
- To receive proper written notice , in advance of a specific service being furnished, if the HHA believes the service may be non-covered care or in advance of the HHA reducing or terminating on going care **(484.50(c)(8)**

Advocacy Resources- (484.50 (c)(9);(10))

Patients will be advised of:

- The state toll free home health telephone hot line, its contact information, hours of operation and that its purpose is to receive complaints or questions about local HHA's.
- The names and telephone numbers of the area:
 - ✓ Agency on Aging
 - ✓ Center for Independent Living
 - ✓ Protection and Advocacy Agency
 - ✓ Aging and Disability Resource Center
 - ✓ Quality Improvement Organization

Free from Reprisal- (484.50(c)(11))



Patients have the right to:

- be free from any discrimination or reprisal for exercising his or her rights or for voicing grievances to the home health agency or an outside entity.

Language Services and Auxiliary Aides- (484.50(c)(12))

Patients have the right to:

- be informed of the right to access auxiliary aides and language services and how to access these services.

Transfer/Discharge Policy- (484.50(d))

Patients have a right to:

- be informed of and receive a copy of the home health agency's policy for transfer and/or discharge.

Patient Responsibilities

Patients have the responsibility to:

- notify the provider of changes in their condition (e.g. hospitalization, changes in the plan of care, symptoms to report)
- follow the Plan of Care;
- ask questions about care or services
- notify the home health agency of any visit schedule changes needed;
- inform the home health agency of changes made to the advanced directives
- promptly advise the home health agency of any concerns with the services provided;
- provide a safe environment for the home health agency staff;
- carry out mutually agreed responsibilities; and
- accept the consequences for the outcomes if the patient does not want to follow the Plan of Care

