

Patient Rights

YOU HAVE THE RIGHT TO:

- Be treated with dignity, courtesy and respect and have relationships with company providers that are based on honesty and ethical standards of conduct.
- Reasonable coordination and continuity of services and timely response when home care equipment is needed or requested and to be informed in a timely manner of impending discharge.
- Be fully informed upon admission of the company's policies, procedures, ownership or control of the local facility and the process for receiving, reviewing and resolving your complaints or concerns.
- Receive complete explanations of charges for services and equipment, including eligibility for third-party reimbursement and an explanation of all forms you are requested to sign.
- Receive quality equipment and services that meet or exceed professional and industry standards regardless of race, religion, political belief, sex, social status, age or disability and to receive instructions on safe and effective operation of equipment and your responsibilities regarding equipment and services, including pain and pain management modalities.
- Confidentiality of all your records (except as otherwise provided for by law or third-party payer contracts) and to review and even challenge those records and to have your records corrected for accuracy.
- Be advised of any change in the plan of care before the change is made.
- Participate in the planning of the care and in planning changes in the care, and to be advised that you have the right to do so.
- Have an advance directive for medical care, such as a Living will or the designation of a surrogate decision maker, respected to the extent provided by the law.
- Participate in the consideration of ethical issues that arise in your care.
- Accept or refuse medical treatment while competent and to make decisions about care/services to be received should you lose competency.
- Be advised of the telephone number and hours of operation of the state's Home Health "Hot Line." The hours are 9 AM to 5 PM and the number is 800-842-8826.
- Be advised of the telephone number for Medicare Complaints 800-633-4227.
- Be advised of the telephone number and hours of operation of the accrediting organization, BOC International. The hours are Monday Friday 8 AM to 5 PM and the telephone number is 877-776-2200.