

## **CLIENT BILL OF RIGHTS AND RESPONSIBILITIES**

Home care clients have a right to be notified in writing of their rights and obligations before treatment is begun. With the client's permission, the client's family or guardian may exercise the client's rights when the client has been judged incompetent. Home care providers must protect and promote the rights of their clients to care, treatment, and services within their capability and mission and in compliance with applicable laws, regulations, and standards, including the following rights.

### **YOU HAVE THE RIGHT TO:**

- Be treated, and have your property treated, with dignity, courtesy, and respect, recognizing that each person is a unique individual.
- Have relationships with home care providers based on honesty and ethical standards of conduct.
- Receive a written statement of the company's scope of care, treatment, and services directly or through contractual arrangements.
- Proper coordination and continuity of services from referring agency to home medical equipment service provider, timely response when home care equipment is needed or requested, and promptly informed of impending discharge.
- Upon admission, be fully informed 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 about your care, treatment, and services.
- Receive complete explanations of charges for care, treatment, services, and equipment, including eligibility for third-party reimbursement, costs for which you may be responsible, and a description of all forms you are requested to sign.
- Receive quality home care equipment and services that meet or exceed professional and industry standards regardless of race, religion, political belief, sex, social or economic status, age, disease process, DNR status, or disability.
- Receive home care equipment, treatment, and services from qualified personnel and receive instructions on self-care, safe and effective equipment operation, and your responsibilities regarding home care equipment, treatment, and services, including pain and pain management modalities.

## CLIENT BILL OF RIGHTS AND RESPONSIBILITIES (continued)

- Participate in decisions concerning the nature and purpose of any technical procedure which will be performed and who will perform it, the possible alternatives and risks involved, and your right to refuse all or part of the services and to be informed of expected consequences of any such action.
- Be informed of the anticipated outcomes of care, treatment, and services and any barriers to achieving those outcomes.
- 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.
- Review information about to whom and when your personal health information was disclosed, as permitted under applicable law and as specified in the company's policies and procedures.
- Express dissatisfaction and suggest changes in any service without discrimination, reprisal, or unreasonable interruption of services.
- Be advised of the telephone number and hours of operation of the state's Home Health "Hot Line." The hours are 8.30AM to 5PM and the number is 1-888 419 3456.
- Be advised of any change in the care plan before the change is made.
- Participate in the planning of the care and planning changes in the care, and be advised that you have the right to do so.
- Receive information in a manner and language that you understand.
- Accept or refuse medical treatment while competent and decide about care/services to be received should you lose competency.
- Have family members, as appropriate and as allowed by law, with your permission or the permission of your surrogate decision-maker involved in care, treatment, and service decisions.

## **CLIENT BILL OF RIGHTS AND RESPONSIBILITIES (continued)**

### **CLIENT RESPONSIBILITIES:**

- You have the responsibility to:
  - Adhere to the plan of treatment or service established by your physician.
  - Adhere to the company's policies and procedures.
  - Participate in developing an effective plan of care that will involve the management of pain, if appropriate.
  - To the best of your knowledge, provide accurate and complete medical and personal information necessary to plan and deliver services.
  - Ask questions about your care, treatment, and services, or to have clarified any instructions provided by company representatives.
  - Communicate any information, concerns, questions related to pain, perceived risks in your care, treatment and services, and unexpected changes in your condition.
  - Notify the company if you are going to be unavailable.
  - Treat company personnel with respect and dignity without discrimination.
  - Provide a safe environment for staff to provide care and services.
  - Care for and safely use equipment, according to instructions provided, for the purpose it was prescribed and only for/on the client for whom it was prescribed. Monitor the quantity of oxygen, nutritional products, medications, and supplies in your home and reorder as required to assure timely delivery of the needed items.
  - Communicate any concerns about your/caregiver's/family member's ability to follow instructions or use the equipment provided. **\*\*TO PROMOTE THE EDUCATION OF OUR CLIENTS, WE HAVE ELECTED TO POST THESE CLIENT RIGHTS IN THE LOBBY OF OUR DME COMPANY AND ON OUR COMPANY WEBISTE @ [WWW.NEXTSCIENCE.COM](http://WWW.NEXTSCIENCE.COM)**



## **CLIENT INFORMATION:**

- **After-Hours Services:**
  - An answering service will answer Next Science, LLC's phones after normal business hours. You may leave a message or inform the operator that you wish to speak to a company representative, and the on-call staff will be contacted.
  
- **Complaint Procedure:**
  - You have the right and responsibility to express concerns, dissatisfaction, or make complaints about services you do or do not receive without fear of reprisal, discrimination, or unreasonable interruption of services. The company telephone number is 855 564 2762. When you call, ask to speak with the Chief Operating Officer or the CEO.
  - Next Science, LLC has a formal grievance procedure that ensures that your concerns shall be reviewed and an investigation started within 48 hours. Every attempt shall be made to resolve all grievances within 14 days. You will be informed in writing of the resolution of the complaint/grievance.
  - If you feel the need to discuss your concerns, dissatisfaction or complaints with others than management staff, the state provides a Home Health "Hot Line." The hours of operation are 8.30 AM to 5.00 PM and the number is 1-888-419 - 3456