

PATIENTS RIGHTS AND RESPONSIBILITIES

The patient has the right to:

- Be informed of these rights, and to exercise such rights, in writing prior to the initiation of care, as evidenced by written documentation in the clinical record;
- Be given a statement of the services available from the agency and related charges;
- Be advised before care is initiated of the extent to which payment for agency services may be expected from any third party payors and the extent to which payment may be required from the patient – the agency shall advise the patient of any changes in information as soon as possible but no later than 30 days from the date the agency becomes aware of the change- both verbally and in writing;
- Be informed of all treatments prescribed, when and how services will be provided, frequency of visits and the name and functions of any person or agency providing care and services;
- Participate in the planning of his/her care and be advised in advance if any changes to the plan of care are warranted;
- Refuse care and treatment after being fully informed of and understand the consequences of such actions;
- Submit patient complaints about care and services provided or not provided and complaints concerning lack of respect for property by anyone furnishing services on behalf of the agency, to be informed of the procedure for filing such complaints, and to have such complaints investigated by the agency;
- Voice complaints and recommend changes in policies and services to agency personnel, the New York State Department of Health or any outside representative of the patient's choice – the expression of such complaints by the patient or his/her designee shall be free from restraint, interference, coercion, discrimination or reprisal – all complaints made to the agency be directed to the Director of Patient Services and will be given immediate attention and will be thoroughly investigated by the agency- if requested a written response will be forwarded to you within 15 days after receipt on the complaint- if you are not satisfied with the agency response, you may appeal in writing to the Director of Patient Services at 139 White Birch Lane, PO Box 250, Indian Lake, NY 12842 and/or you may contact The New York State Department of Health by calling 1-800-628-5972 – this toll-free number is operational Monday through Friday from 10:00am to 4:00 pm except on state holidays;
- Be treated with consideration, respect for person and property and full recognition of his or her dignity and individuality; and
- Privacy, including confidential treatment of medical records, and refusal of their release to any individual outside the agency except in the case of the patient's transfer to a health care facility, or as required by law or third party payment contract.

Each patient has a responsibility to:

- Designate a responsible person to be available when emergencies inhibit HCP/HNS personnel to be available;
- Follow advice of MD and RN regarding the plan of care;
- Advise professional personnel of changes in health condition;
- Make physical arrangement in home to assist with maximizing plan of care;
- Supply information for processing of bills to the agency for payment of those bills as soon as possible;
- Avoid discrimination of staff because of race, creed, sex, marital status, religion, sexual orientation, age, national, or ethnic origin; and
- Advise agency when he/she is not available for a home visit.