



PATIENT'S RIGHTS

1. The patient has the right to be informed of his / her rights.
2. The home health agency must provide the patient with a written notice of the patient's rights in advance of furnishing care to the patient or during the initial evaluation visit before the initiation of treatment.
3. The home health agency must maintain documentation showing compliance of the rights listed above.
4. The patient has the right to exercise his or her rights as a patient of the home health agency.
5. The patient's family or guardian may exercise the patient's rights when the patient has been judged incompetent.
6. The patient has the right to have his / her property treated with respect.
7. The patient has the right to have his or her cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
8. The patient has the right to voice grievances regarding treatment or care that is (or fails to be) furnished, or regarding the lack of respect for property by anyone who is furnishing services on behalf of the home health agency and must not be subjected to discrimination or reprisal for doing so.
9. The home health agency must investigate complaints made by a patient or the patient's family or guardian regarding treatment or care that is (or fails to be) furnished or regarding the lack of respect for the patient's property by anyone furnishing services on behalf of the home health agency and must document both the existence of the complaint and the resolution of the complaint.
10. The patient has the right to be informed, in advance, about the care to be furnished and any changes in the care to be furnished.
 - a. The home health agency must advise the patient in advance of the disciplines that will furnish care and the frequency of visits proposed to be furnished.
 - b. The home health agency must advise the patient in advance of any change in the plan of care before the change is made.
11. The patient has the right to participate in the planning of the care.
12. The home health agency must advise the patient in advance of the right to participate in planning the care or treatment and in planning changes in the care or treatment.
13. The home health agency has written policies and procedures regarding advance directives. The home health agency must inform and distribute written information to the patient, in advance, concerning its policies on advance directives, including a description of applicable State law.
14. The patient has the right to formulate an Advance Directive for medical care which will be honored by the Agency to the extent provided by law, as long as the Agency is provided with a copy of the document for the medical record.
15. The patient has the right to confidentiality of the clinical records maintained by the home health agency.

16. The home health agency must advise the patient of the agency's policies and procedures regarding disclosure of clinical records. "Patient's written consent is required for release of information not authorized by law."
17. The patient has the right to be advised before care is initiated, of the extent to which payment for the home health agency services may be expected from Medicare or other sources, and the extent to which payment may be required from the patient.
18. Before care is started, the home health agency must inform the patient, orally and in writing, of:
 - a. The extent to which payment may be expected from Medicare, Medicaid, or any other federally funded or aided programs known to the home health agency.
 - b. Charges for services that will not be covered by Medicare and charges the individual may have to pay.
19. The patient has the right to be advised orally and in writing of any changes in the information previously given to them.
20. The home health agency/hospice must advise the patient of these changes orally and in writing as soon as possible, but no later than 30 calendar days from the date that the home health agency becomes aware of a change.
21. When the agency accepts the patient for care, the patient has the right to be advised of the availability of the toll free home health hotline. In Missouri, the number is 1-800-392-0210 and in Illinois the number is 1-800-252-4343. This is available 24 hours a day, 7 days a week. The purpose of this hotline is to receive complaints or questions about local Home Health Agencies. The patient also has the right to use this hotline to lodge complaints concerning the implementation of the advanced directives requirement.
22. The patient has a right to choose their health care providers.
23. The patient has the right to receive the information necessary to give an informed consent prior to receiving care.
24. The patient has the right to refuse treatment within the confines of the law and to be informed of the consequences of their actions.
25. The patient has a right to refuse experimental treatments and/or to participate in research.
26. The patient has a right to receive a timely response from the Agency to their request for service.
27. The patient has a right to appropriate and professional care and will only be admitted to service if the Agency has the ability to provide safe and professional care at the level the patient requires.
28. The patient has the right to be informed within a reasonable time of anticipated termination of service or plans to transfer to another Agency. The patient will be informed of any financial benefit to the referring Agency.
29. The patient has the right to appropriate assessment and management of pain. As a patient of this home care agency, you can expect:
 - your reports of pain will be believed
 - information about pain and pain relief measures
 - a concerned staff committed to pain prevention and management
 - health professionals who respond quickly to report of pain
 - effective pain management
30. You have the right to be informed, at admission, of this organization's policies regarding the withholding of resuscitative services and the withdrawal of life-sustaining treatment as appropriate. BJC Home Care Services will initiate cardiopulmonary resuscitation (CPR) on all patients unless there is a written order by the physician not to resuscitate.