

Caregivers Home Care
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Patient's Bill of Rights and Responsibilities

- Each patient shall have the right to choose care providers and the right to communicate with those providers.
- Each patient shall have the right to participate in the planning of the patient's care and the appropriate instruction and education regarding the plan.
- Each patient shall have the right to request information about the patient's diagnosis, prognosis, and treatment, including alternatives to care and risks involved, in terms that the patient and the patient's family can readily understand so that they can give their formal consent/authorization.
- Each patient shall have the right to refuse care and to be informed of possible health consequences of this action.
- Each patient shall have the right to care that is given without discrimination as to race, color, creed, sex, or national origin.
- Each patient shall be admitted for service only if the agency has the ability to provide safe, professional care at the level of intensity needed.
- Each patient shall have the right to reasonable continuity of care.
- Each patient shall have the right to be advised in advance of any change in the plan of care before the change is made.
- Each patient shall have the right to be advised in advance of the disciplines that will furnish care and the frequency of visits proposed to be furnished.
- Each patient shall have the right of Confidentiality of all records, communications and personal information.
- Each patient shall have the right to review all health records pertaining to them, and request amendment of incomplete or incorrect health information by delivering a written request to our office, unless it is medically contraindicated in the clinical record by the physician.
- Each patient denied service for any reason has to right to be referred elsewhere.
- Each patient shall have the right to voice grievances and suggest changes in services or staff without fear of reprisal or discrimination.
- Each patient shall have the right to be fully informed of agency policies and charges for services, including eligibility for, and the extent of payment for third-party reimbursement sources, prior to receiving care. Each patient shall be informed of the extent to which payment may be required from the patient.
- Each patient shall have the right to be free from verbal, physical, and psychological abuse and to be treated with dignity.
- Each patient shall have the right to have his/her property treated with respect.
- Each patient shall have the right to be advised in writing of the availability of the licensing agency's toll-free complaint number and name of person to contact with complaints and/or requests for information.

Patient Responsibilities

- To take time to read, understand, and sign forms necessary for treatment.
- Provide complete information regarding your past illnesses, hospitalizations, medications, allergies and other pertinent data.
- Assist in developing and maintaining a safe environment; including no weapons of any kind or threats to staff or use of illegal substances while home care services are being provided in the home.
- Restrain pets while workers are in the home when requested by home care staff.
- Be home for the scheduled services and to keep the agency informed of any changes in scheduling as soon as you are aware of such changes.
- Participate in and adhere to the development and update of your Home Health/Home c
- Care plan.
- Request further information concerning anything you do not understand.
- Give information regarding concerns and problems you have to a Home Health/Home Care staff member.
- Understand that home care services will be discontinued when there are risk conditions in the home that threaten the health care providers safety.
- Respect the rights and dignity of the health care providers.
- Be responsible for using the grievance procedure when concerns arise.

Grievance Procedure

- Discuss verbally or in writing the grievance with the staff supervisor within seven days of the alleged grievance. The supervisor will investigate the grievance within seven days after receipt of the grievance.
- If the grievance cannot be resolved at this level, you or your designee are to notify, in writing, the Director of the Agency. The grievance must state the problem or action alleged and the date the supervisor was notified.
- If you do not receive a satisfactory response from the Director within thirty days, you are to notify in writing, the President of Caregivers Home Health
- The Kansas Department of Health and Environment has established a toll-free hotline to collect, maintain, and update information on Medicare participating Home Health/Hospice agencies. Complaints and questions will also be received over the hotline concerning Home Health/Hospice agencies.
- The **Hotline number is 1-800-842-0078**. The service will be in operation between the hours of 8 am to 12pm, and 1pm to 4 pm, Monday through Friday excluding holidays.