

HOME HEALTH and PRIVATE DUTY SERVICES

NOTICE OF YOUR RIGHTS & RESPONSIBILITIES

You are receiving this written notification of your rights and responsibilities before treatment begins. Your family or guardian may exercise these rights on your behalf if you are incapable. You may exercise these rights without regard to your race, color, culture, age, gender, sexual orientation, spiritual belief system, impairment, socioeconomic status, or source of payment.

All staff have the obligation to protect and promote your rights, which include the following:

PARTICIPATION IN TREATMENT & SERVICES

You have the right to participate in the development of your care plan, including the right to:

- * Receive information in advance about the care, treatment, number and types of services and schedule to be provided through home care services, including the process for acceptance, continuation of service and eligibility determination.
- * A copy of the agency's policies regarding patient responsibilities as it relates to safety and care plan compliance.
- * Receive care and services that are adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations.
- * Receive information in advance about changes in care, treatment and services, and schedule.
- * Participate in planning for and changing care and treatment.
- * Accept or refuse care or treatment within the confines of the law after receiving information about the consequences of refusal.
- * Formulate advance care directives, such as living wills or health care power of attorneys.
- * Receive timely notice of anticipated discharge, termination of care or transfer to another provider.
- * Communication facilitated in a language or form understandable to you.

DIGNITY, RESPECT AND PRIVACY

Home care services may have a significant impact on you and your family. CarePartners recognizes this and specifically grants you the following rights:

- * To be treated with respect, consideration, dignity, and full recognition of his or her individuality and right to privacy.
- * To have personal and medical records information kept confidential and not be disclosed without appropriate written consent.
- * To expect staff to release information only as required by law or authorized by you.
- * To expect all staff sent to your home to be adequately screened, supervised, insured and bonded.
- * To be free of mental and physical abuse, neglect, and exploitation.
- * Respect for your home, security, and property.
- * To know that staff may not smoke in your home.
- * To register a complaint directly to CarePartners Director, Patient and Guest Relations at (828) 274-9567 ext. 4243 or to the North Carolina Division of Facility Services (please see number below). You can do this without fear of discrimination or reprisal. For other information or questions, you can contact CarePartners at (828) 277-4800 or at its location: 68 Sweeten Creek Road, Asheville, NC 28803.

To contact the Acute Care, Home Care and CLIA Branch with the Licensure and Certification Section of the Division of Facility Services within the North Carolina Department of Health and Human Services (DFS) which is responsible for enforcing state statutes for home care agencies. Questions and requests for information would also be handled by this Branch. The phone number is 919-733-1610. The address is Acute Care, Home Care and CLIA Branch, Licensure and Certification Section, Division of Facility Services, 2712 Mail Service Center, Raleigh, NC 27699.

Complaints may be made by calling the NORTH CAROLINA DIVISION OF FACILITY SERVICES (DFS) HOTLINE at 1-800-624-3004 (within NC) or 919-733-8499. The mailing address is Complaint Intake Unit, Division of Facility Services, 2717 Mail Service Center, Raleigh, NC 27699.

The Homecare Hotline is maintained by the Division of Facility Services. The Division of Facility Services will investigate your complaint, including complaints of agencies not complying with clients' advance directives. The Hotline receives calls from 8:00 am to 5:00 pm Monday through Friday. Calls during all other hours are recorded on an answering machine.

*To have your complaint investigated within 72 hours and to know the disposition of that complaint.

FINANCIAL INFORMATION

Home care is funded through many sources including; Health Insurance, Medicare, Medicaid, grants, and self-pay. Each payor has specific rules governing possible payment. You have specific rights:

- * To information about the agency resources available to meet your needs, including any limits on the types and frequency of services that home care is able to provide.
- * To receive a written statement of services provided by the agency and the charges the patient/client is liable for paying. If you are a Medicare beneficiary and staff believes that Medicare will not pay for some or all of the services ordered by your physician, they will provide you with written information in the form of an *Advance Beneficiary Notice* explaining that you may be responsible for payment of the care that you receive.
- * To information about any charges or other duties that you are responsible for based on your payment sources.
- * To notice of changes in the charges for items or services paid for by you. Notice of these changes shall occur before their effective date or within 5 days after CarePartners knows of changes; whichever event occurs first.
- * To access any financial data maintained about you.

QUALITY OF CARE

Provision of high quality care requires commitments by CarePartners home care staff, including:

- * To receive a reasonable response to his or her requests of the agency.
- * To be advised of the agency's procedures for discharge.
- * To be informed of supervisory accessibility and availability.
- * To be informed of appropriate emergency procedures and agency's on-call service.
- * CarePartners will only admit you to home care if it has the resources needed to provide the care safely, and at the required level of intensity, as directed by your physician as appropriate to your plan of care.
- * To be notified with 10 days if the agency's license has been revoked, suspended, canceled, annulled, withdrawn, recalled, or amended.

CLIENT RESPONSIBILITIES

Successful home care requires the active participation, cooperation and support of you, your caregivers and family. This means you share the responsibility for successful home care by:

- * **Ensuring a safe and respectful environment for the client and home care staff.**
- * Participating in the plan of care and reporting any significant changes to home care staff. This also means that you should tell staff about any changes that would affect achieving your care plan goals, including no longer being homebound, change in caregiver/support system, change in desire to participate in established goals, any changes in eligibility or coverage of your third party payor, etc.
- * Giving home care staff all necessary information related to your services. The information should be complete and accurate to the best of your knowledge.
- * Notifying home care staff if you won't be at home for a scheduled visit, except for emergencies.
- * Recognizing that CarePartners can only be responsible for home care provided directly by CarePartners staff and cannot assume *overall responsibility* for your care. If CarePartners cannot meet your needs and is unable to identify other sources of care, you and/or your family/responsible party are ultimately responsible to secure appropriate care.
- * Informing home care staff as soon as you have questions or concerns about our services.

CarePartners maintains policies and procedures to protect your right to make your own health care decisions. This includes the right to accept or refuse care or treatment and the right to formulate advance directives. Copies of these policies and procedures are available to you upon request. To request copies please call our office.