## CLIENT BILL OF RIGHTS

**STATEMENT OF PURPOSE**:

It is anticipated that observance of these rights and responsibilities will contribute to more effective care and greater satisfaction for the client as well as the staff. The rights will be respected by all personnel and integrated into all Home Care programs. A copy of these rights will be given to clients and their families or designated representative. The client or his/her designated representative has the right to exercise these rights. In the case of a client adjudged incompetent, the rights of the client are exercised by the person appointed by law to act on the client's behalf. In the case of a client who has not been adjudged incompetent. Any legal representative may exercise the client's rights to the extent permitted by law.

**POLICY:**

It is the policy of the agency to ensure that before care is initiated, the client’s rights shall be provided and reviewed with clients or client designees upon admission to the organization by the admitting nurse. The review shall be documented in the client's record. Each client shall be informed verbally and in writing by the admitting nurse of:

1. Clients rights
2. The nature and frequency of services to be delivered and the purpose of the service;
3. Any anticipated effects of treatment, as applicable:
4. The method of billing and payment for services, including the:
   1. Services to be billed to third party payers;
   2. Extent to which payment may be expected from third party payers known to the home care organization; and
   3. Charges for services that will not be covered by third party payers;

5. The charges that the individual may have to pay;

6. The requirements of notice for cancellation or reduction in services by the organization and the client; and

7. The refund policies of the organization.

**THE CLIENT HAS THE RIGHT:**

A. The organization shall establish and implement written policies and procedures regarding the rights of clients.

B. Client rights shall be reviewed with clients or client designees upon admission to the organization. The review shall be documented in the client's record.

C. Written procedures to implement the policies shall ensure that each client is:

1. Treated with courtesy, consideration and respect and is assured the right of privacy;

2. Assured confidential treatment of his medical and financial records as provided by law;

3. Free from mental and physical abuse, neglect, and property exploitation;

4. Assured the right to participate in the planning of the client's home care, including the right to refuse services;

5. Served by individuals who are properly trained and competent to perform their duties;

6. Assured the right to voice grievances and complaints related to organizational services without fear of reprisal;

7. Advised, before care is initiated, of the extent to which payment for the home care organization services may be expected from federal or state programs, and the extent to which payment may be required from the client;

8. Advised orally and in writing of any changes in fees for services that are the client's responsibility. The home care organization shall advise the client of these changes as soon as possible, but no later than 30 calendar days from the date the home care organization became aware of the change;

9. Provided with advance directive information prior to start of services; and

10. Given at least five days written notice when the organization determines to terminate services.

D. Before care is initiated, the home care organization shall inform the client, orally and in writing, of:

1. The nature and frequency of services to be delivered and the purpose of the service;

2. Any anticipated effects of treatment, as applicable:

3. A schedule of fees and charges for services;

4. The method of billing and payment for services, including the:

a. Services to be billed to third party payers;

b. Extent to which payment may be expected from third party payers known to the home care organization; and

c. Charges for services that will not be covered by third party payers;

5. The charges that the individual may have to pay;

6. The requirements of notice for cancellation or reduction in services by the organization and the client; and

7. The refund policies of the organization.

The agency shall advise the client of the toll-free home health agency hot-line for the State of Virginia and the purpose of the hotline to receive complaints or questions about the organization. The State of Virginia Home Health Hotline Number is 1-800-552-9963 if calling from Virginia, or (804) 786-2042 if calling from the Richmond area or from outside Virginia.

Clients shall be informed of the toll-free abuse hot-line 1-800-723-1615, used to report abuse, neglect or exploitation.

Clients shall be informed of the toll-free child abuse hot-line 1 (800) 552-7096.

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Signature of Client Date of Signature

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Nurse Signature Date of Signature