



National Home Health Care

Come Home



Client Bill of Rights

We recognize, protect and promote the rights of each client to be treated with dignity and respect. These rights, which may be exercised by the client or the client's designated representative at any time, include the intent of each of these statements of rights.

Before care is initiated, the client has the right to be fully informed verbally and/or in writing of the following:

1. the services/products and equipment available directly or by contract;
2. the company's ownership and control;
3. the billing and reimbursement methodologies (prior to start of care and as changes occur), including fees for services/products provided, direct pay responsibilities, and notification of insurance requirements;
4. the proper identification from personnel providing services;
5. the right to participate in the development of care and service plan; and
6. the company's grievance procedures.

And the right to:

7. access care/service without regard to any protected characteristics as established by law;
8. receive a timely response from the company when services or additional information is needed or requested;
9. education, instructions, and requirements for continuing care when the services of the company are discontinued;
10. be referred to another provider organization if the company is unable to meet the client's needs or if the client is not satisfied with the care they are receiving;
11. voice complaints/grievances to the company regarding treatment/care/service without fear of discrimination or reprisal for doing so;
12. refuse treatment and be informed of potential results and/or risks;
13. be free from any mental/physical abuse, neglect, or exploitation of any kind by the company's staff;
14. have the client's property treated with respect;
15. confidentiality of the client's clinical records and the company's policy for accessing and disclosure of clinical records;
16. be assured that the company's staff honors all rights;
17. be advised of the availability, purpose and appropriate use of Medicare and CHAP Hotline numbers for the purpose of receiving complaints or questions about the company.

Customer (print name)

Date

Customer signature

MEDICARE HOTLINE 1-800-MEDICARE

<http://Medicare.gov>

Hours of Operation: 24 hours a day 7 days a week
Eastern

CHAP HOTLINE 1-800-656-9656

<http://www.chapinc.org/chap-info.htm>

Hours of operation: 8:00 AM – 5:00 PM