



RIGHTS AND RESPONSIBILITIES

Information Disclosure:

You have the right to accurate and easily understand information about your health plan, health care professionals, and health care facilities. If you speak another language, have a physical or mental disability, or just don't understand something, assistance will be provided so you can make informed health care decisions.

Choice of Providers and Plans:

You have the right to a choice of health care providers that is sufficient to provide you with access to appropriate high-quality health care.

Access to Emergency Services:

If you have severe pain, an injury, or sudden illness that convinces you that your health is in serious jeopardy, you have the right to receive screening and stabilization emergency services whenever and wherever needed, without prior authorization or financial penalty.

Participation in Treatment Decisions:

You have the right to know your treatment options and to participate in decisions about your care. Parents, guardians, family members or other individuals that you designate can represent you if you cannot make your own decisions.

Respect and Non-discrimination:

You have the right to considerate, respectful and non-discriminatory care from your doctors, health plan representatives and other health care providers.

Confidentiality of Health Information:

You have the right to talk in confidence with health care providers, and to have your health care information protected. You also have the right to review and copy your own medical record, and request that your physician change your record if it is not accurate, relevant, or complete.

Complaints and Appeals:

You have the right to a fair, fast, and objective review of any complaint you have against your health plan, doctors, hospitals or other health care providers/personnel. This includes complaints about waiting times, operating hours, the conduct of health care personnel, and the adequacy of health care facilities.

Consumer Responsibilities:

It is reasonable to expect and encourage consumers to assume reasonable responsibilities. Greater individual involvement by consumers in their care increases the likelihood of achieving the best outcomes, and helps to support a quality improvement, cost-conscious environment.

Persons who receive home care services have these rights:

1. The right to receive written information about their rights in advance of receiving care/services, or during the initial evaluation visit, before the initiation of treatment and what to do if rights are violated.
2. The right to receive care and services according to a suitable and up-to-date plan, and subject to accepted medical or nursing standards. The provider must advise the recipient in advance of the right to participate in planning the care or treatment.

3. The right to be told in advance of services, what services will be provided, who will provide the services, the frequency of visits, other choices that are available, and the consequences of these choices, including the consequences of refusing services.
4. The right to refuse services and/or treatment.
5. The right to know the limits to the services and the provider's grounds for termination of services.
6. The Provider must advise the recipient of home care services, both orally and in writing, of any changes in coverage and the recipient's liability for charges as soon as possible, but no later than thirty (30) calendar days after the provider becomes aware of a change.
7. The rights to choose freely among available providers and to change providers after services have begun
8. The right to know what the charges are for services, no matter who will be paying for them.
9. The right to have personal, financial, and medical information kept private, and to be advised of the provider's policies and procedures regarding disclosure of such information.
10. The right to be served by people who are properly trained and competent to perform their duties.
11. The right to be treated with respect and courtesy, as well as the patient's property.
12. The right to have access to records and written information from the records in accordance with State Statutes.
13. The right to voice grievances/complaints regarding treatment or care that is, or fails to be, finished.
14. The right to know how to contact an individual with the provider who is responsible for handling problems and/or complaints/grievances. The provider shall document in writing all complaints, as well as document, in writing, any resolution/corrective action resulting from the complaint.
15. The right to assert these rights personally, or by a family member, or designated guardian when the patient has been judged incompetent, without retaliation.
16. The right to be informed of the name and address of the State or county agency to contact for additional information or assistance.
17. It is the patient's responsibility to report any changes in insurance, address change or other important information. **Failure to do this will result in patient's responsibility for cost of equipment.**
18. Patients and caregivers have the responsibility to take care of equipment. **If damaged or infested you will be charged the cost for repair or replacement.**
19. Providers have the right to be free from threats of violence and actual violence.
20. Providers have the right to provide services in patients' homes that are structurally sound.
21. Providers have the right to be free from threatening behavior and/or physical injuries from animals.

22. Providers have the right to be treated with dignity and respect by patients and their families at all times.
23. Providers have the right to be free from unwanted remarks, either positive or negative, regarding their personal appearance.
24. Providers have the right to be free from discrimination on the basis of race, religion, and ethnic origin by patients and their families.
25. Providers have the right to work in patients' homes without being subjected to sexual remarks, advances, and/or harassment.
26. Providers have the right to pick up equipment in the home if the patient or patient's insurance is no longer covering the cost of the equipment.

A home care provider may not require a person to surrender these rights as a condition to receive services. The provider must acknowledge, protect and promote these rights.

If you need assistance, have questions or a complaint, Please contact:

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