

Effective Date:	01/01/09
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Policy Title:	Patient Rights/Responsibilities
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Purpose

Regarding Patient Rights

To ensure that staff members (whenever in contact with patients, clients and customers) demonstrate respect and responsibility for honoring their rights, staff will: identify and clearly define the Patient Rights; give the Rights and Responsibilities document to the patient at admission; use the patient rights as a foundation for developing policies and procedures that support and address the care and service provided by Examplecompany; understand individual responsibilities in the implementation of patient rights; and demonstrate how during the provision of care that reflects their understanding of the patient's rights.

Additionally, Examplecompany staff will ensure the privacy and security of patients, individuals and families, whenever appropriate.

Regarding Patient Responsibilities:

Examplecompany staff will inform the individual (and, if appropriate, the family/caregiver) verbally and in writing about the individual's responsibilities in the care process.

Policy

Each patient/client will be an active, informed participant in his/her plan of care. To ensure this process, the patient/client will be empowered with certain rights and responsibilities as described in the Patient/Client Rights and Responsibilities. Each patient/client will be provided with information about the nature and goals of the proposed care or services. Each patient will receive an Agreement and Consent Form to sign indicating they agree to accept services from us and allow their insurance to be billed. A patient/client may designate someone to act as his/her representative. This representative, on behalf of the patient/client, may exercise any of the rights

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provided by the policies and procedures established by the company.

To assist with fully understanding the patient/client rights and responsibilities, all policies are available to the company personnel, patients/clients, and their representatives as well as other organizations and the interested public.

Procedure

1. Upon admission, the visiting staff member will provide each patient/client and/or their representative with an Admission Packet which includes rights and responsibilities.
2. The Patient/Client Rights and Responsibilities will be explained and distributed to the patient/client on the initiation of Examplecompany service. This explanation will be in a language he/she can reasonably be expected to understand.
3. The patient/client is informed at admission:
 - a. The ownership or control of Examplecompany.
 - b. Hours, days, and services available.
 - c. The total charges for the patient's services. If this information is unavailable at the time of admission, the patient/client has the right to refuse the service up to 72 hours after notice of the charges is provided.
 - d. The value, purpose of any technical procedure that will be performed, including the benefits, risks, and who will perform the task/procedure.
 - e. The right to voice a complaint/concern regarding care or service.
 - f. The right to refuse all or part of his/her care to the extent permitted by law.
 - g. The right to participate in all aspects of care/service.
 - h. The right to privacy, security, and respect of property.
4. If the patient/client is unable to understand their rights/responsibilities, documentation in the Homecare record is made. In the event a communication barrier exists, interpreters and/or special devices will be made available.
5. All staff will be oriented to content and their role in the Patient/Clients Rights and Responsibilities prior to the end of their orientation program.
6. Mechanisms to assure these rights are honored/protected per policy may include peer review, accompanied home visits, patient surveys and simulations.