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# Patient Bill of Rights

*The Patients and/or responsible parties have the right to:*

- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications/changes to the plan of care
- Be informed, both orally and in writing, in advance of care being provided, of the charges, including payment for care/service expected from third parties and any charges for which the patient will be responsible
- Receive information about the care/services covered under the Medicare Home Health benefit
- Receive information about the scope of services that the HHA will provide and specific limitations on those services
- Participate in the development and periodic revision of the plan of care
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented
- Be informed of patient rights under state law to formulate an Advanced Directive
- Have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality
- The patient's family or guardian may exercise the patient's rights when the patient has been judged incompetent
- Be able to identify visiting personnel members through proper identification
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property
- Voice grievances/complaints regarding treatment or care, lack of respect of property or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated
- Confidentiality and privacy of all information contained in the patient record and of Protected Health Information
- Be advised on agency's policies and procedures regarding the disclosure of clinical records
- Choose a health care provider, including choosing an attending physician
- Receive appropriate care without discrimination in accordance with physician orders
- Be informed of any financial benefits when referred to an organization
- Be fully informed of one's responsibilities
- Be informed of patient rights regarding the collection and reporting of OASIS information
- Be informed that OASIS information (if applicable) will not be disclosed except for legitimate purposes allowed by the Privacy Act
- Be informed of anticipated outcomes of care/services and of any barriers in outcome achievement
- The patient's family or guardian may exercise the patient's rights when the patient has been judged incompetent, choose a health care provider, including choosing an attending physician, be informed of any financial benefits when referred to a HHA, be informed of anticipated outcomes of care and of any barriers in outcome achievement or the right to be fully informed of one's responsibilities.

*Cooperation of the patient and/or family is necessary in order to achieve the goals of the Bill of Rights.*

**matrix**  
HOME HEALTH CARE

*Any complaints or recommendations for changes in policy may be made to Matrix Home Care, LLC  
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