

A HOME CARE BILL OF RIGHTS AND RESPONSIBILITIES

As a consumer, you have the right to:

- Receive considerate and respectful care in your home at all times; have your property treated with respect; and receive service free of discrimination.
- Participate in the development of your plan of care, including an explanation of any services proposed and of alternative services that may be available in the community when appropriate, and receive a copy of your Plan of Care.
- Choose your service, the provider of service and request a change in caregiver.
- Receive written information about the agency including the name and number of an official of the agency; the name and qualifications of the supervisor responsible for your service; and agency address and phone number.
- Have your religious beliefs and customs respected and taken into consideration when planning care.
- Refuse medication, treatment, counseling or other services without fear of reprisal or discrimination, and to be informed of the possible results of your actions.
- Privacy and confidentiality about your health, social and financial circumstances; what takes place in your home; and know that all communications and records will be treated confidentially in accordance with HIPAA.
- Expect that all home care personnel, within the limits set by the plan of care, will respond in good faith to your requests for assistance in the home.
- Participate in the plan for discontinuation of care.
- Information on the cost of service; have a clear explanation of which services are covered by third-party and the charges for that which is paid for by the consumer; and have access, upon written request, to all bills for service regardless of whether they are paid for out-of-pocket or through other sources of payment.
- Receive regular supervision of the Caregiver by the appropriate professional.
- Receive a clear explanation of the process for voicing grievances about care, treatment or discontinuation of service and appeal agency decisions regarding care, following grievance procedures, and be given the state hotline or ombudsman number.
- Know that the provider agency maintains liability insurance coverage.
- Receive the services of a translator, if needed.
- Be given necessary information so you can give your informed consent for service; and information about Advanced Directives.

As a consumer, you have a responsibility to:

- Cooperate and participate in implementing your plan of care, as much as you are able.
- Promptly notify the agency if there is a change in your health or physical condition, symptoms, hospitalization, living arrangements or plan of care.
- Inform the agency of any changes made to Advance Directives.
- Respect the rights of all agency personnel and cooperate with them regardless of race, color, religion, age, gender, sexual orientation, or national origin.
- Provide a safe working environment for care in the home.
- Promptly notify the agency if you are not going to be at home for an assigned visit.

Please call the company's Chief Operating Officer at (732) 937-5320 with any questions, concerns or complaints about home care. The supervisor of your care is: _____.

Expert Home Care believes that you have a right to have your complaints heard and resolved by the proper authority in a reasonable and timely manner. Expert Home Care also recognizes that complaints or dissatisfaction is a valuable performance improvement opportunity. Therefore, Expert Home Care wants you to know how it handles your concerns about our service.

If you have a complaint or are dissatisfied with our care, you are to call the Nurse assigned to your case. They will contact you by phone or visit your home in one day to investigate and attempt to resolve your dissatisfaction. If the Nurse cannot help you resolve your concerns, ask them to forward your complaint to the company Chief Operating Officer. They will also speak with everyone involved and reply to you within five (5) days. The Chief Operating Officer's decision will be final.

If a complaint cannot be resolved within the Agency, you can appeal to one of the following state agencies:

Consumer Protection (201) 504-6200
NJ Division of Consumer Affairs

NJ Board of Nursing (201) 504-6507
Homemaker-Home Health Aide Certification and Nursing Licensure
PO Box 45010
124 Halsey Street, 6th Floor
Newark, NJ 07101

NJ Division of Consumer Affairs (201) 504-6370
PO Box 45028
124 Halsey Street, 6th floor
Newark, NJ 07101

National Institute for Home Care Accreditation (703) 435-8382
Accreditation Program
P.O. Box 367
Herndon, VA 20172