

Patient Rights and Responsibilities

At Integrated Home Care Services, we believe that our patients have rights and responsibilities and we are committed to ensuring that we care for our patients with personal attention at all times.

As a patient of Integrated Home Care Services, you have the right to:

- Be given information about your rights for receiving homecare services.
- Receive timely response from Integrated Home Care Services regarding your request for homecare services.
- Be given information about Integrated Home Care Services policies, procedures, and charges for services.
- Choose your homecare providers.
- Be given appropriate and professional quality homecare services without discrimination against your race, color, creed, religion, sex, national origin, sexual orientation, disability, or age.
- Be treated with courtesy and respect by all who provide homecare services to you.
- Be free from physical and mental abuse and/or neglect.
- Be given proper identification by name and title of everyone who provides homecare services to you.
- Be given necessary information regarding treatment and choices concerning rental or purchase options for durable medical equipment, so you will be able to give informed consent for your services prior to the start of any service.
- Be given complete and current information concerning your diagnosis, treatment, alternatives, risks and prognosis as required by your physician's legal duty to disclose in terms and language you can reasonably be expected to understand.
- A plan of service that will be developed to meet your unique service needs.
- Participate in the development of your plan of care/service.
- Be given an assessment and update of your developed plan of care/service.
- Be given data privacy and confidentiality.
- Review your clinical record at your request.
- Be given information regarding anticipated transfer of your homecare service to another healthcare facility and/or termination of homecare service to you.
- Voice grievance with and/or suggest a change in homecare services and/or staff without being threatened, restrained and discriminated against.
- Refuse treatment within the confines of the law.
- Be given information concerning the consequences of refusing treatment.
- Have an advance directive for medical care, such as a living will or the designation of a surrogate decision maker, respected to the extent provided by the law.
- Participate in the consideration of ethical issues that arise in your care.

As a patient of Integrated Home Care Services, you have the responsibility to:

- Use the equipment and supplies with reasonable care, in the manner that was intended.
- Not alter or modify the equipment and return it in good working order considering normal wear and tear;
- Store supplies and equipment as instructed by our staff and provide reasonable care to prevent these items from being damaged, lost or stolen;
- Promptly report any malfunction or defects in any of the equipment, products or supplies that we have provided so that we can repair or replace it;
- Permit authorized representatives of our company access to all rental equipment for repair, replacement, maintenance and/or pick up;
- Keep the equipment, products and supplies in your possession at the agreed upon address unless otherwise authorized by our organization;
- Notify our company if you are hospitalized, plan to leave the area, change health care insurance, physician or treatment;
- Notify our company if your treatment is changed, suspended or otherwise terminated;
- Accept financial responsibility for the equipment, products and supplies provided by our company.