

Patients Bill Of Rights/Responsibilities

- Be free from verbal, physical and psychological abuse, to be treated with dignity and to have your property treated with respect.
- Receive competent, concerned, individualized care without regard to race, creed, color, age, sex, or national origin.
- Have your privacy respected and all medical and financial information treated as confidential.
- Prepare an advance directive and be assured that the home health agency will not limit care or otherwise discriminate against you based on personal, cultural or ethnic preference or whether or not you have executed an advance directive.
- Expect ReliaCare Agency, Inc., to recommend services, evaluations, and referrals appropriate to the nature of your illness. If you are denied service for any reason you have the right to be referred elsewhere.
- ReliaCare Agency, Inc., will maintain a working Care Plan with your input and decisions affecting your Care Plan.
- You will be informed as to the nature and method of care to be rendered, to be advised of the medical consequences of treatment and to refuse any treatment without affecting any other portions of the treatment plan, except where medical contraindications of partial treatment exist.
- Receive health teaching directed towards health promotion and increased understanding.
- To know the name and title of those people responsible for coordinating, rendering and supervising your personal care.
- Be informed in advance of services to be furnished, visit frequency and any changes related to these services or frequencies.
- Choose care providers, to refuse health care and to be informed of possible health consequences of this action.
- Be involved in seeking resolution to ethical issues in your care.
- Be advised of the method of payment and to be for warned of any changes made to your bill.
- Written statement of services provided.
- Receive a full explanation of any bills regardless of source of payment.
- Review all health records according to HIPAA laws.
- A ReliaCare Agency, Inc., employee will be available 24 hours a day seven days a week.
- Your right to lodge a complaint at any time regarding services without fear of reprisal, discrimination, or disruption of service. Call any time 989-672-2200 after hours call 989-325-2206.
- Be informed that the State of Michigan maintains a "HOT LINE" to receive complaints or questions about local home health agencies. The State of Michigan Hot Line is 1-800-882-6006.