



## Client Rights

As a client, you are to be informed of your rights. You will not be denied appropriate care on the basis of race, religion, color, national origin, culture, sex, age, handicap, marital status, sexual preference or source of payment. Clients have the right to be fully informed orally and in writing of following before care is initiated.

If you think your right has been violated, contact Forecastle Home and Health care Services hotline number 703-649-4494 or The Center for Quality Health Care and Consumer Protection at (804) 367- 2104.

Clients of Forecastle Home and Healthcare Services have the right to:

- Receive considerate and respectful care in the home at all times, and have property treated with respect.
- Participate in the development of the plan of care, and receive an explanation of any services proposed, changes in service, and alternative services that may be available.
- Receive complete written information on the plan of care, including the name of the home health aide and the supervisor responsible for the services and Forecastle Home and Healthcare Services phone number.
- Refuse medication and treatment, counseling, or other services without fear of reprisal or discrimination.
- Be fully informed of the consequences of all aspects of care, unless medically contraindicated, including the possible results of refusal of medical treatment, counseling or other services.
- Privacy and confidentiality about one's health, social and financial circumstances and about what takes place in the home.
- Know that all communications and records will be treated confidentially and that no information will be given out without a written release from the client or family.
- Expect that all home care personnel, within the limits set by the plan of care, will respond in good faith to the client's requests for assistance in the home.
- Receive information on the agency's policies and procedures including information on charges, qualifications and supervision of personnel, hours of operation, and discontinuation of service; request a change of caregiver.
- Participate in the plan for discontinuation of service with the right to appeal.
- Have access to all bills for service regardless of whether they are paid for out-of-pocket or through other sources of payment.
- Receive regular nursing supervision of the homemaker-home health aide if medically-related personal care is needed.
- Receive a clear explanation of which services and equipment provided by the agency are covered by third-party reimbursement and which services and equipment will be paid for by the client and of the charges which will be incurred.
- Receive a clear explanation of the process to voice grievances about care, treatment, or discontinuation of service without fear of discrimination or reprisal for doing so.
- Be advised before care is initiated, of the extent to which payment for Forecastle Home and Healthcare Services may be expected from Federal or State programs, and the extent to which payment may be required from client
- Be advised orally and in writing of any changes in fees for services that are the client's responsibility. Forecastle Home and Healthcare Services shall advise the client of these changes as soon as possible, but no later than 30 calendar days from the date Forecastle Home and Healthcare Services become aware of the change.
- To be given advance written notice of at least 5 days prior to when it is determined the termination of service.
- Appeal Forecastle Home and Healthcare Services decisions regarding care, and following grievance procedures.
- Know that Forecastle home and Healthcare Services maintains liability insurance coverage; and be given in writing the name and telephone number of a contact person for 24 hour access to the agency.
- Be given written information concerning the agency's policy on advance directives.

## Client Responsibilities

- The client has the responsibility to provide to the best of his/her knowledge accurate and complete information about past and present health conditions, hospitalizations, medications and other matters relating to his/her health.
- Client must inform caregiver of all medication, either prescription or non-prescription drugs/ herbs that he/she is taking.
- Client must inform caregiver of any change in medication.
- The client is responsible for being considerate of the right of the caregiver.
- Before care is initiated, forecastle Home and Healthcare Services shall inform client orally and in writing of:
  - I. The nature and frequency of services to be delivered and the purpose of the service;



#### FORECASTLE HOME AND HEALTHCARE SERVICES

2. Any anticipated efforts of treatment, as applicable;
3. A schedule of fees and charges for services;
4. The method of billing and payments for services, including the:
  - a. Services to be billed to third party payers;
  - b. Extent to which payment may be expected from third party payers known to Forecastle Home and Healthcare Services.
  - c. Charges for services that will not be covered by third party payers;
5. The charges that the individual may have to pay;
6. The requirements of notice for cancellation or reduction in services by the organization and the client; and
7. The refund policies of the organization.
8. Client has the right regarding and issue of discontent to directly contact the local ombudsman for your area or the

Virginia Department of Health  
Center for Quality Healthcare Services and Consumer Protection  
Home Health Hotline: 1 800-955-1819

#### **Abuse, Neglect & Exploitation**

Forecastle Home and Healthcare employees and independent contractors shall report all actual or suspected cases of abuse, neglect or exploitation of a patient/child to an agency supervisor and the appropriate state and local agency. If the agency personnel detect any signs of family violence, it is required by law that the suspected family violence is reported to the employees' supervisor, who will notify the appropriate authorities right away.

Abuse means: the negligent or willful infliction of injury, unreasonable confinement, intimidation, or cruel punishment with resulting physical or emotional harm or pain to an elderly or disabled person by the person's caretaker, family member or other individual who has an ongoing relationship with the person; or sexual abuse of an elderly or disabled person, including any involuntary or nonconsensual sexual conduct that would constitute an offense, (indecent exposure, assault offenses), committed by the person's caretaker, family member, or other individual who has an ongoing relationship with the person.

**Neglect means:** the failure to provide for one's self the goods or services, including medical.