

Evergreen At Home Patient Rights and Responsibilities



Patient's Rights

Patients of Evergreen At Home have the right to be notified orally and in writing of their rights, and how to exercise those rights before services begin. They also have the right to be notified of their responsibilities as Patients of Evergreen At Home. The patient's legal representative or guardian may exercise the patient's rights when the patient has been judged incompetent by a court of law. Evergreen At Home has an obligation to protect and promote the rights of their Patients which includes the following rights:

1. To be fully informed of all rules and regulations governing patient responsibilities.
2. Be free from verbal, mental, sexual, and physical abuse, including injuries of unknown source, neglect and misappropriation of property.
3. To be fully informed, prior to or at the time of admission, of services available from Evergreen At Home and of related charges, including any charges for services for which the patient or a private insurer may be responsible, coverage available under Medicare and Medicaid, and your rights and obligations under this title.
4. To be informed of all changes in services and charges as they occur; and ASAP no later than 30 days.
5. To be fully informed of one's own health condition, unless medically contraindicated, and to be afforded the opportunity to participate in the planning of the home health services, including referral to health care institutions or other agencies.
6. To refuse treatment to the extent permitted by law and to be informed of the medical consequences of such refusal, and to refuse to participate in experimental research.
7. To confidential treatment of personal and medical records, which may include clinical photography, and to approve or refuse their release to any individual outside of Evergreen and Evergreen At Home, except in the case of transfer to another health facility, or as required by law or third-party payment contract.
8. To be treated with consideration, respect and full recognition of dignity and individuality, including privacy in treatment, in care for personal needs; and respect of patient property.
9. To be taught, and have the caregiver/family taught, the treatment required, so that the patient can, to the extent possible, help himself or herself, and the family or other party designated by the patient can understand and help the patient.
10. To exercise his or her rights as a patient of Evergreen At Home, the patient's legal representative may exercise the patient's rights when the patient has been judged incompetent by a court of law.
11. To voice complaints regarding treatment or care furnished, or regarding the lack of respect for property by anyone who is furnishing services on behalf of Evergreen At Home, without fear of discrimination or reprisal for doing so. Evergreen At Home will investigate all complaints that patients, patient selected representative, family, or legal representative make regarding to their treatment and respect for their rights by anyone furnishing services on behalf of Evergreen At Home. Evergreen At Home must document all complaints and their resolution.

Patients may also make complaints about their treatment or care, including how Evergreen At Home implements any Advance Directive that the patient makes by calling the State's toll-free Home Health agency Hotline number at 1-800-642-6552, 24 hours a day, 7 days a week, to make complaints or ask questions about State home health agencies.

Patients may also make complaints about their treatment or care directly to Evergreen At Home by contacting Peggy Bellin, Administrator at 920-237-2140 or writing to Administrator, Evergreen At Home, 1125 N. Westfield Street, Oshkosh, WI, 54902.

Patients may also contact Joint Commission with concerns of safety and quality of care at www.jointcommission.org .

<p>Patients may also make a complaint by writing to: Department of Health Services Division of Quality Assurance/ Bureau of Health Svc Attn: Home Health Complaint Coordinator PO Box 2969 Madison, WI 53701-2969</p>	<p>Patients who have Medicare coverage may make a complaint to KePRO at: 1-855-408-8557 or write to: KePRO 5201 West Kennedy Blvd., Suite 900 Tampa, FL 33609</p>
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Patient's Responsibilities

Patients of Evergreen At Home also have responsibilities to the staff and to the agency. Patient's responsibilities are:

1. To provide information to the best of your knowledge, accurate information about present complaints; past illness; hospitalizations; medications and other matters related to your health.
2. To participate in services provided by Evergreen At Home staff, by learning your role as the patient, and following all teaching directions given, following the Plan of Care.
3. To ask for clarification regarding any information that is not understood.
4. To report any changes regarding the patient's Medicare, Medical Assistance, private insurance or their personal financial status.
5. To notify Evergreen At Home of any changes in your physical condition.
6. To have a "Face to Face" encounter with your physician 90 days prior to or within 30 days after the start of care.
7. To notify Evergreen At Home if the visit schedule needs to be rescheduled or cancelled.
8. To inform Evergreen At Home of the existence of any changes made to the advance directive.
9. To provide the organization with information about your expectations of satisfaction with the organization.
10. To advise Evergreen At Home of any problems or dissatisfaction with the services provided.
11. To provide a safe environment for care to be rendered. This includes but not limited to **the restraint of animals, refraining from tobacco smoking during home visits, and keeping firearms locked and secure.**
12. To treat Evergreen At Home staff and property with respect, consideration and dignity. To avoid discrimination against Evergreen At Home staff because of race, color, sex, national ethnic origin, and/or physical characteristics.
13. To cooperate with Evergreen At Home by following the Service Agreement, and policies.
14. To participate in financial arrangements by fulfilling any financial commitments related to the services provided.
15. To notify Evergreen At Home of any changes to your address, phone number or living arrangements.
16. To advise Evergreen At Home if you wish to change home health agencies or if you use another home health agency.
17. To notify Evergreen At Home if you are admitted to the hospital or nursing home.
18. To accept responsibility for any consequences related to refusal of treatment and/or refusal to follow instructions.
19. To be willing to have another individual available as a backup in case of an emergency related to a disruption in service.