



## **Home Health Care Patient Bill of Rights**

This Bill of Rights outlines what you can expect from your RiverStone Health Home Care providers. It also explains your responsibilities as you participate in your plan of care.

### **Dignity and Respect**

#### **Patients have the right to:**

- Have their property and person treated with respect
- Be free from verbal, mental, sexual, and physical abuse, including injuries of unknown source, neglect and misappropriation of property

### **Decision Making, Consent, and Services Provided**

#### **Patients have the right to:**

- Participate in, and be informed about, and consent or refuse care in advance of and during treatment with respect to:
  - Completion of all assessments;
  - The care to be furnished, based on the comprehensive assessment;
  - Establishing and revising the plan of care;
  - The disciplines that will furnish the care;
  - The frequency of visits;
  - Expected outcomes of care including patient-identified goals, anticipated risks, and benefits
  - Any factors that could impact treatment effectiveness; and
  - Any changes in the care to be furnished
- Receive all services outlined in the plan of care

### **Privacy and Access to Medical Records**

- Patients have the right to a confidential clinical record
- Patient's records are made available to patients, free of charge, upon written request at the next home visit, or within four business days (whichever comes first)

### **Language Services and Auxiliary Aides**

- Patients have the right to be informed of the right to access auxiliary aids and language services and how to access these services

## **Financial Information**

### **Patients will be advised of:**

- The extent to which payment for home health services may be expected from Medicare, Medicaid, or any other insurer known to the home health agency
- The charges for services that may not be covered by Medicare, Medicaid, or any other insurer known to the home health agency
- The charges the individual may have to pay before care is initiated
- To notify us immediately of any change in Medicare, Medicaid or insurance coverage. Failure to do so may result in a change in your financial responsibility.
- Information regarding any beneficial relationships between RiverStone Health Home Care and referring agencies

Patients have the right to receive proper written notice in advance if the Home Health Agency believes that the service may be non-covered care; or in advance of this agency reducing or terminating ongoing care.

## **Discharge/Transfer Policy**

- Patients have the right to be informed of and receive a copy of the home health agency's policy for transfer and discharge

## **Patient and Patient Representative Responsibilities**

- To treat RiverStone staff and clinicians with respect. Harassment of any kind (mental, physical, sexual, emotional) will not be tolerated, and the patient will be automatically discharged from services.
- To provide a safe environment for Home Health staff. This includes:
  - Refrain from smoking in the presence of Home Health staff
  - Refrain from illicit drug use or intoxication in the presence of Home Health staff
  - Remove weapons from access by patient or others and maintain a safe environment
  - Optimize healing and learning environments, by minimizing noise and environmental distractions
  - Contain or restrain pets
- To remain under the care of a physician and inform Home Health staff of any changes in orders which you receive from your physician
- To be present at the agreed upon visit time and call Home Health Care office if you are not going to be home for a scheduled visit 2 hours in advance
  - Cancellation policy is 24 hours prior to scheduled visit
  - Three unplanned cancellations will result in potential discharge
- To behave in a manner that is responsible, considering the nature of client illness
- To follow the recommended treatment plan you have agreed to; including instructions from nursing and other health care disciplines
- Sign the required consents prior to being given care or received (or have medical proxy available to sign)
- Failure to comply with rights and responsibilities will result in early discontinuation of Home Care services

## Area Resources Available

**Area II Agency on Aging** Phone number: (406) 323-1320  
Address: 1502 4<sup>th</sup> Street West; PO Box 127 Roundup Montana 59072-0127

**Living Independently for Today and Tomorrow** Phone number: (406) 655-7640  
Address: 1201 Grand Avenue, Suite #1 Billings Montana 59102

**Adult Protective Services** Phone number: (844) 277-9300

**Adult Resource Alliance** Phone number: (406) 259-9666  
Address: 1505 Avenue D Billings Montana 59102

**Acentra Health Region 8 (Beneficiary and Family Centered Care Quality Improvement Organization)** Phone number (888) 317-0891 TTY (855) 843-4776

## Concerns & Complaints

### Patients will be advised of:

- By law, the state maintains a line to receive complaints or questions about home health agencies. The number in Montana is (800) 762-4618. This line is answered in person 8 A.M. to 12 P.M. and 1 P.M. to 3:30 P.M. Monday through Friday. You may leave a message after hours and on holidays.

### Patients have the right to file complaints with the home health agency:

- Regarding their treatment and/or care that is provided
- Regarding treatment and/or care that the agency fails to provide
- Regarding the lack of respect for property and/or person by anyone who is providing services on behalf of the home health agency

### Free from Reprisal

- Patients have the right to be free from any discrimination or reprisal for exercising his or her rights or for voicing grievances to the Home Health Agency or an outside entity

In the event questions or concerns arise specific to our services, you or those listed on the family list have right to contact the following individuals, in the order listed, to voice such concerns:

Kandra Diefenderfer, Senior Director, Home Care and Hospice Services..... (406) 651-6500  
Jon Forte, President & CEO.....(406) 247-3200  
Abigail Dalton, PA, Medical Director .....(406) 651-6500

**You may also contact the Community Health Accreditation Program (CHAP) with any questions, complaints, or concerns at 1-800-656-9656 and leave a message, 24 hours a day, 7 days a week.**

## RiverStone Health Home Health Hours of Service

Professional staff members are on duty from 8 A.M. to 5 P.M. Monday through Friday. Nursing service is available evenings, weekends and holidays for those needing care by calling (406) 651-6500.