

Written Notice of Home Care Consumer Rights

As a consumer of home care and services you are entitled to receive notification of the following rights both orally and in writing. **You have the right to exercise the following rights without retribution or retaliation from agency staff:**

1. Receive written information concerning the agency's policies on advance directives, including a description of applicable state law;
2. Receive information about the care and services to be furnished, the disciplines that will furnish care, the frequency of proposed visits in advance and receive information about any changes in the care and services to be furnished;
3. Receive care and services from the agency without discrimination based upon personal, cultural or ethnic preference, disabilities or whether you have formulated an advance directive;
4. Authorize a representative to exercise your rights as a consumer of home care;
5. Be informed of the full name, licensure status, staff position and employer of all persons supplying, staffing or supervising the care and services you receive;
6. Be informed and participate in planning care and services and receive care and services from staff who are properly trained and competent to perform their duties;
7. Refuse treatment within the confines of the law and be informed of the consequences of such action;
8. Participate in experimental research only upon your voluntary written consent;
9. Have you and your property to be treated with respect and be free from neglect, financial exploitation, verbal, physical and psychological abuse including humiliation, intimidation or punishment;
10. Be free from involuntary confinement, and from physical or chemical restraints;
11. Be ensured of the confidentiality of all of your records, communications, and personal information and to be informed of the agency's policies and procedures regarding disclosure of clinical information and records;
12. Express complaints verbally or in writing about services or care that is or is not furnished, or about the lack of respect for your person or property by anyone who is furnishing services on behalf of the agency.

If you believe your rights have been violated you may contact the agency directly:

**Kid Physical Kristy Miller, RPT
18885 E. Easter Pl, Centennial, CO 80016 860-593-6868**

You may also file a complaint with the Health Facilities and Emergency Medical Services Division of the Colorado Department of Public Health and Environment via mail or telephone:

**4300 Cherry Creek Drive South
Denver, CO 80246
303-692-2910 or 1-800-842-8826**

I attest to verbal and written receipt of the aforementioned notice of rights:

Consumer or Authorized Representative Signature

Date

Agency Representative Signature

Date

Client/Family Responsibilities

Client/family is responsible to:

- a. Assist in providing a safe, non-abusive environment, including freedom from exposure to federally illegal substances.
- b. Identify safety concerns to agency staff.
- c. Notify the agency when scheduled visits cannot be kept or schedule needs to be changed.
- d. Notify the Agency of any problems or dissatisfaction with services provided.
- e. Notify the Agency of the existence of, or changes to advance directives.
- f. Notify agency if family members are unavailable to assist with client care.
- g. Provide accurate and complete information about the client's present and past medical history, hospitalizations and any other information that will assist in establishing an effective care plan.
- h. Take responsibility for actions if they choose to not follow the Care Plan.
- i. Notify the agency if they do not understand the instructions or if they cannot be followed.
- j. Show respect and consideration for agency personnel and property.
- k. Meet financial commitments agreed to with the agency.
- l. The agency will make every effort to visit or telephone client if there is an emergency that disrupts service. If the client has a medical emergency the client should access emergency assistance by calling **9-1-1**.

If you do not meet your responsibilities, the agency may discharge you from services.