



CLIENT RIGHT'S AND RESPONSIBILITIES

First Choice Home Care LLC. informs all patients and clients of their rights and responsibilities and instructs staff to respect these rights, which include the rights to:

- be treated with dignity, consideration and respect
- to know estimated cost of services and clarification of costs client is responsible for
- receive itemized bill (consisting of dates of service & individual charges)
- have their property treated with respect
- receive a timely response to requests for service
- receive care from professionally trained personnel and know the names and responsibilities of their caregivers
- receive telephone number where the agency can be reached 24 hours a day 7 days a week
- participate in designing/updating their care plan
- refuse treatment and be told the consequences of refusal
- be free from mental, verbal, sexual, and physical abuse, neglect, involuntary seclusion, and exploitation
- to confidentiality and privacy
- expect confidentiality of all information related to their care
- know procedures to make complaints or recommend changes without fear of discrimination or reprisal
- to receive prompt response to any complaints, suggestions, or grievances

Employees are always expected to respect patient/client rights. Failure to do so will result in disciplinary action up to and including termination.