

Patient Rights

- ▶ Consumer Bill of Rights Policy
- ▶ As a customer/designated family member, you have the right to:
- ▶ A listing of the services offered by AHHC Home Support Services and those being provided;
- ▶ The name of the individual supervising the care and manner in which the Consumer may be contacted;
- ▶ A description of the process for submitting and addressing complaints;
- ▶ The Department's complaint Hot Line (1-866-826-3644);
- ▶ Department of Health Licensure and Compliance - Licensure Question (1-717-783-1379);
- ▶ Submit complaints without retaliation and to have the complaint addressed by the AHHC 's Administrator

- ▶ A statement advising the Consumer/designated family member of the right to ongoing participation in the development of the plan of care;
- ▶ A statement providing that the Consumer /designated family member is entitled to information regarding access to the department's listing of providers and to select any licensee to provide care, subject to the individual's reimbursement mechanism or other relevant contractual obligations;
- ▶ Be treated with courtesy, respect, privacy, and freedom from abuse and discrimination;

- ▶ AHHC offers equal service to all Consumers, without regard to their race, national origin, ancestry, age, color, sex, marital status, religious belief, veteran status, handicap, or disability;
- ▶ Refuse treatment or services;
- ▶ The right to reasonable advance notice of changes in services or charges, including at least ten days' advance written notice of the termination of a service;
- ▶ Have an un-biased, confidential review process;
- ▶ Have the right to have an advocate present during any interview questioning;
- ▶ Have family members, service providers and others connected with the Consumer can report incidents to OLTL;
- ▶ Have their representatives notify their service providers or OLTL regarding any observed, alleged incident.
- ▶ Consumer are prohibited from engaging in sexual harassment or sexual contact with a Direct Care Worker.

- ▶ Have property treated with respect;
- ▶ AHHC direct care worker is prohibited from use of restraints or seclusion;
- ▶ Privacy of personal information and confidentiality of health care records;
- ▶ Be cared for by properly trained personnel, contractors and volunteers with coordination of services;
- ▶ A fully itemized billing statement upon request, including the date of each service and the charge;
- ▶ Licensees providing services through a managed care plan are not required to provide itemized billing statements and AHHC is prohibited from allowing a Consumer /designated family member to endorse a check over to our home care agency;
- ▶ Be informed about advanced directives and the licensee's responsibility to implement them;
- ▶ An in-home services licensee must ensure that the rights under this section are implemented and updated as appropriate;
- ▶ AHHC is prohibited from assuming power of attorney or guardianship over a Consumer utilizing our services;

- ▶ 21. Made aware they have the right to report alleged incidents at any time;
- ▶ 22. Have the right not to be terminated or threatened with loss of services because they file complaints or
- ▶ incident reports of any kind;
- ▶ 23. Have the right to report incidents at any time;
- ▶ 24. Have the right not to report incidents;
- ▶ 25. Have the right to decline further investigation once an incident is reported;
- ▶ 26. Have the right to have an advocate present during any interventions and/or investigations resulting from
- ▶ an incident report;
- ▶ 27. Have the right to challenge the results, and/or state that they don't agree with the results of the
- ▶ investigation;
- ▶ 28. Have the opportunity to include comments/corrections to the investigation;