

# CLIENT RIGHTS AND RESPONSIBILITIES

## The Client and/or Responsible Parties have the right to:

- Be fully informed in advance about the care/service to be provided, including the disciplines that provide the care and frequency of visits, as well as any changes to the plan of care.
- Be informed, both orally and in writing, in advance of care being provided, of the charges, including payment for care/service expected from third parties and any charges for which the client will be responsible.
- Receive information about the scope of services that the Home Health Aide will provide and specific limitations on those services.
- Participate in the development and periodic revision of the plan of care.
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
- Be informed of client rights under state law to formulate an Advance Directive.
- Have one's property and person treated with Respect, Consideration, and Recognition of client dignity and individuality.
- The client's family or guardian may exercise the client's rights when the client has been judged incompetent.
- Be able to identify health care workers and visiting personnel members through proper identification.
- Be informed of the complaint procedures and the right to submit complaints without fear of discrimination or retaliation and to have complaints investigated by the Agency within a reasonable period of time.
- Present, either orally or in writing, about services, and to have their complaints addressed and resolved by the Agency immediately if a caregiver fails to arrive as scheduled to provide care.
- Have clinical records maintained confidentially.
- Receive a written notice of the address and telephone number of Maryland State Licensing authority, which further explains that the Department is charged with the responsibility of licensing Agency and investigating client complaints, which appear to violate licensing regulations.
- Contact the Office of Health Care Quality's State Hotline number toll free at +1(800) 492-6005; Adult Protective Services (APS) Program toll free at +1(800) 917-7383 of the local department of social services, if the client is an adult and Child Protective Services (CPS) Program toll free at +1(800) 332-6347, if the client is a minor. Agencies can be contacted by the client or family member at any time to submit a complaint.
- Obtain a copy of the Agency's most recently completed report of licensure inspection upon request.

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Client Signature

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Title/Date