



Approval Date: April 2023

Approved By: Laurie Smith, CRNI, CEO

Patient Rights and Responsibilities

As a patient of T.L. Connections, you have a right to:

Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care

Be informed, in advance of care/service being provided and their financial responsibility

Receive information about the scope of services that the organization 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/patient rights under state law to formulate an Advanced Directive, if applicable

Have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality

Be able to identify visiting personnel members through proper identification

Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property

Voice grievances/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal

Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated

Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information (PHI)

Be advised on the agency's policies and procedures regarding the disclosure of clinical records

Receive appropriate care without discrimination in accordance with physician's order

Be informed of any financial benefits when referred to an organization

Be fully informed of one's responsibilities



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As a patient of T.L. Connections, you have the responsibility to:

Give accurate and complete health information about your past medical history, hospitalizations, medications, allergies and all other important health and social information.

Help in creating a safe home environment.

Inform the agency immediately if a scheduled home care appointment cannot be kept.

Assist in developing your home plan of care.

Follow your home plan of care.

Remain under a physician's care while receiving the agency's services.

If there is something you do not understand you must request further information.

Notify the agency if you have any concerns that have not been addressed.

Notify your physician if you choose to end home infusion therapy.

Communicate your level of pain.

Talk to your physicians or nurses as soon as pain begins.

Not let fears keep you in pain.

Be involved in all aspects of your care.