**Clients Rights Statement**

**Our Policy:**

Hearts Open Home Care will provide the client or the client's personal representative with a written statement of client rights no more than seven (7) days after providing services to the client.

IC 16-27-4-12

**Client Rights:**

* + The client has the right to have their property treated with respect.
	+ The client has the right to temporarily suspend, permanently terminate, temporarily add, or permanently add services in the service plan.
	+ The client has the right to file grievances regarding services furnished or regarding the lack of respect for property by Hearts Open Home Care and is not subject to discrimination or reprisal for filing a grievance.
	+ The client has the right to be free from verbal, physical, and psychological abuse and to be treated with dignity.
	+ The client has the right to know that Hearts Open Home Care’s license through the state is not to manage the medical and health conditions of the client. If a condition becomes unstable or unpredictable, emergency Services will be called immediately.
	+ The client has the right to know the charges for services provided by Hearts Open Home Care and to notify them of any increases in the cost of services.
	+ The client has the right to know the office hours of Hearts Open Home Care. We are open Monday-Friday from 10 am to 6 pm with weekends off.
	+ Clients have the right that on request Hearts Open Home Care will make available to the client a written list of the names and phone numbers of all persons having at least a five percent (5%) ownership or controlling interest in Hearts Open Home Care.
* The client has the right to follow all procedures for contacting Hearts Open Home Care's owner, manager, or the assigned designee, while Hearts Open Home Care's office is open or closed.
	1. Call Hearts Open Home Care office phone at (317) 992-1944 to file a complaint.
	+ Clients have the right to know that the State Department does not inspect personal service agencies as part of the licensing process but does investigate complaints concerning personal service agencies.
	+ Clients have the right to request information about a procedure and the telephone number to call to file a complaint with the state department along with the business hours of the state department.
		1. To file a complaint to the Indiana State Health Department, please call 1-800-246-8909 between the hours of 08:15 am to 4:45 pm, Monday thru Friday.
1. **Client Responsibilities:**
	* **Please treat our employees with dignity and respect, this could hinder services with us.**

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ , understand the client rights statement given to me and will hold the above personal service accountable to the treatment and care that was agreed upon.

Client Signature or Representative:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager/Designee Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_