



Alabama Caregivers, LLC

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Home Care Client Rights & Responsibilities

Alabama Caregivers, LLC wants our clients and their family to be comfortable and happy while receiving professional and passionate care from our home caregivers. This document outlines our client's rights and responsibilities, while receiving home care services from Alabama Caregivers, LLC.

You have the right to:

- be fully informed of all your rights and responsibilities by the Alabama Caregivers, LLC;
- choose care providers;
- appropriate and professional care in accordance with physician orders;
- receive a timely response from the agency to your request for service;
- be admitted for service only if the agency has the ability to provide safe, professional care at the level of intensity needed;
- receive reasonable continuity of care;
- receive information necessary to give informed consent prior to the start of any treatment or procedure;
- be advised of any change in the plan of care, before the change is made;
- refuse treatment within the confines of the law and to be informed of the consequences of your action;

- be informed of your rights under state law to formulate advanced directives;
- have health care providers comply with advance directives in accordance with state law requirements;
- be informed within reasonable time of anticipated termination of service or plans for transfer to another agency;
- be fully informed of agency policies and charges for services, including eligibility for third-party reimbursements;
- be referred elsewhere, if denied service solely on your inability to pay;
- voice grievances and suggest changes in service or staff without fear of restraint or discrimination;
- a fair hearing for any service has been denied, reduced, or terminated, or who is otherwise aggrieved by agency action. The fair hearing procedure shall be set forth by each agency as appropriate to the unique patient situation (i.e., funding source, level of care, diagnosis);
- be informed of what to do in the event of an emergency; and
- be advised of the telephone number and hours of operation of the state's home health hot line, which receives questions and complaints about Medicare-certified and state-licensed home care agencies;
- be treated with respect, kindness, personal privacy and dignity;
- know that the effectiveness and safety of care, treatment and services for your health condition does not depend on your race, creed, religion, sex, gender, sexual orientation, ethnicity, country of origin, age, handicap or source of payment;
- be told about your medical condition, treatment and outlook in a manner that you can understand;
- make choices about your own care, treatment and services, including the right to request care, treatment and services or the right to refuse care, treatment and services in accordance with law and regulation and without coercion, discrimination or retaliation;
- to be informed about the outcomes of care, treatment, and services that have been provided, including unanticipated outcomes;
- to have your cultural, psychosocial, spiritual, and personal values, beliefs and preferences respected;
- expect we will assess and address your pain concern;
- make an advance directive, including a living will and/or power of attorney for health care;

- have a surrogate (parent, legal guardian, person with medical power of attorney exercise the client's rights when the client is incapable of doing so without coercion, discrimination or retaliation;
- privacy, confidentiality and security of your medical records and details about your care;
- be free from mental, physical, sexual, and verbal abuse and neglect, including the safe application of restraints;
- to be informed of protective and community services;
- say yes or no to being a part of research;
- receive a copy of your bill.

You are responsible for:

- letting Alabama Caregivers, LLC know about any medicines you are taking at home, your medical history and your present medical problems. You should tell your doctors or nurses about any changes to your medical problems while under care and / or supervision of Alabama Caregivers, LLC. This includes telling your doctors or nurses if you are in pain.
- giving Alabama Caregivers, LLC a copy of your advance directive, if you have one.
- asking questions when you or your family do not understand what you have been told about your medical condition, your treatment, or what you should do to care for yourself.
- following instructions, including your plan of care as developed by your doctors and / or nurses. Your plan of care includes the effect of lifestyle on your health. You are also responsible for accepting the consequences of not getting treatment or not following the instructions of your caregivers.
- showing respect for Alabama Caregivers, LLC staff. This includes treating Alabama Caregivers, LLC belongings with respect.
- paying your home care bill. This includes giving Alabama Caregivers, LLC the correct information about your insurance or your way for paying the bill.

The rights and responsibilities can and should be exercised on the patient's behalf by a parent, guardian, designated surrogate, or proxy decision-maker if the patient lacks decision-making capacity, is legally incompetent, or is a minor.

If you have any questions, concerns or do not understand this document – please consult with one of our professional home caregivers.