



VISITING NURSE ASSOCIATION

vnakc.com • 816-531-1200

PATIENT RIGHTS AND RESPONSIBILITIES

YOU as the PATIENT have certain rights regarding your treatment and care by the agency. You are entitled to be informed of these rights before you begin treatment and to exercise these rights throughout your course of treatment and if you have been judged incompetent, your family or guardian may exercise your rights and responsibilities.

As health care providers, the agency's staff members also have rights that must be respected by their patients. It is a mutual understanding between a patient and a caregiver that makes optimal home health care possible.

YOU HAVE THE RIGHT TO:

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| <ol style="list-style-type: none">1. Be admitted to service only if the agency has the ability to provide safe professional care at the level of intensity needed and the right to be referred to other agencies if denied service.2. Be fully informed of the agency's policies and employee qualifications.3. Be informed, in advance, about the disciplines which will be providing care, the frequency of visits, the care which will be provided and any changes in the care to be provided, including being notified in advance of anticipated termination of services or plans to transfer your care to another agency.4. Participate in the planning of your care and receive instructions and education regarding the plan of care.5. Receive care that is given without discrimination as to race, gender, religion or national origin and to be treated with consideration, respect and full recognition of your dignity and individuality and to be free from verbal, physical and psychological abuse.6. Refuse treatments with the confines of the law and to be informed of the consequences of your action and to formulate advance directives as permitted under state statutory and case law. The agency will not discriminate in providing care if you do or do not have an advance directive. The agency will honor your advance directive.7. Choose your home care provider, communicate with that provider to receive information necessary to give informed consent, and receive reasonable continuity of care.8. If you are a Medicare patient, inform the agency when you are no longer homebound. | <ol style="list-style-type: none">9. Be advised, before care is initiated, of the extent to which payment for the service may be expected from Medicare, Medicaid, insurance or other sources and the extent to which payment may be required from you.10. Be advised orally and in writing within 30 days of any changes in the charges for items and services for which you may be responsible.11. Voice grievances regarding treatment or care that is (or fails to be) furnished, or regarding the lack of respect for property by anyone who is furnishing services on behalf of the agency. You will not be subject to discrimination or reprisal for doing so.12. Have your property treated with respect.13. NOT receive experimental treatment or participate in research unless you give your voluntary informed consent.14. Confidentiality of your clinical records, communications and personal information unless release is authorized by law. Examples include: investigations of allegation of abuse or neglect by appropriate state agencies, a guardianship or civil commitment proceeding, surveys by agencies that accredit or license the home health agency, upon request by health care provider licensing boards reviewing the care provided to you, and pursuant to an appropriate court order.15. Review all health records pertaining to you unless it is medically contraindicated in the medical record by the physician.16. Participate in the consideration of ethical issues that may arise in the course of your care. |
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For More Information or to Report a Problem: If you have questions or would like additional information, you may contact the Visiting Nurse Association Privacy Officer at 816-531-1200. If you believe your privacy rights have been violated, you can file a complaint with the Visiting Nurse Association Privacy Officer or with the Office for Civil Rights, U.S. Department of Health and Human Services by calling 816-426-7277 or TDD 816-426-7065 or by visiting www.hhs.gov/ocr/privacy/hipaa/complaints/. There will be no retaliation for filing a complaint. For complaints or questions about local home health agencies, in Missouri you may call 1-800-392-0210, 8:00 am to 8:00 pm, 7 days/week; or in Kansas, call 1-800-842-0078, 8:00 am to 4:00 pm, Monday through Friday.