

	Policy No.: 410	Signature: 	
	Created: April 2012	Reviewed: January 2015	Revised: July 2014

PATIENT RIGHTS AND WRITTEN NOTICE TO PATIENTS

CORPORATE ETHICS & COMPLIANCE DEPARTMENT

SCOPE:

All Evolution Health colleagues. For purposes of this policy, all references to “colleague” or “colleagues” include temporary, part-time and full-time employees, independent contractors, clinicians, officers and directors.

PURPOSE:

The purpose of this Policy is to set forth the general guidelines established by Evolution Health (the “Company”) to ensure that patients are informed of their rights and responsibilities.

POLICY:

It is Company policy to inform patients of their rights and responsibilities before home health services begin.

PROCEDURE:

General Principles

- The Company will provide the patient with a written notice of the patient’s rights in advance of furnishing care to the patient or during the initial evaluation visit before the initiation of treatment.
- The Company will maintain documentation showing that it has complied with this requirement.
- The written notice of the patient’s rights will include the rights described below.
- The written notice will include information about the homebound requirements outlined in the Company’s Assessment of Homebound Status of Medicare Patient Policy, Policy No. 404.

Exercise of Rights and Respect for Property and Person

- The Company shall disclose the following rights to the patient:

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1. The patient has the right to exercise his or her rights as a patient of the Company;
2. The patient's family, guardian, or representative may exercise the patient's rights when the patient has been judged incompetent;
3. The patient has the right to have his or her property treated with respect;
4. The patient has the right to 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 Company and must not be subjected to discrimination or retaliation for doing so; and
5. The Company must investigate any of the above described grievances voiced by the patient (or patient representative).

Patient's Right to Be Informed and Participate in Planning Care

- The patient has the right to be informed, in advance, of the care to be furnished, and of any changes in the care to be furnished.
 1. The Company must advise the patient in advance of the disciplines that will furnish care and the frequency of visits proposed to be furnished; and
 2. The Company must advise the patient in advance of any change in the place of care before the change is made.
- The patient has the right to participate in the planning of care.
 1. The Company must advise the patient in advance of the patient's right to participate in planning the care or treatment and in planning changes in the care or treatment.
 2. The Company will comply with federal and state requirements relating to maintaining written policies and procedures regarding advance directives.
 - The Company must inform and distribute written information to the patient about its policies on advance directives, including a description of applicable state law.

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- The Company may furnish advance directives information to a patient at the time of the first home visit, as long as the information is furnished before care is provided.

Confidentiality of Medical Records

- The patient has the right to confidentiality of clinical records maintained by the Company. The Company must advise the patient of its policies and procedures regarding disclosure of medical records.

Patient Liability for Payment

- The patient has the right to be advised, before care is initiated, of the extent to which payment for Company services may be expected from Medicare or other sources, and the extent to which payment may be required from the patient.
- Before the care is initiated, the Company must inform the patient, verbally and in writing, of:
 1. The extent to which payment may be expected from Medicare, Medicaid, or any other Federally funded or aided program known to the Company;
 2. The charges for services that will not be covered by Medicare; and
 3. The charges that the patient may have to pay.
- The patient has the right to be advised verbally and in writing of any changes to the above information when they occur. The Company must advise the patient of these changes verbally and in writing as soon as possible, but no later than 30 calendar days from the date that the Company becomes aware of a change.
- For Medicare patients, notice shall be provided in accordance with CMS requirements for Advance Beneficiary Notices.

Home Health Hotline

- The patient has the right to be advised of the availability of the toll-free home health hotline in the state. When the Company accepts a patient for treatment or care, it must advise the patient in writing of whether the state has established and the specific number for state’s home health hotline as well as the hours of

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operation, and that the purpose of the hotline is to receive complaints or questions about local home health agencies.

- The patient has the right to use the state home health hotline to lodge complaints concerning the care and services provided by the Company including the implementation of advance directives requirements. The Company will not subject a patient who calls the state home health hotline to any discrimination or retaliation.