

## YOUR RIGHTS AS A PATIENT OF HIT SPECIALISTS

1. Be fully informed in advance about care/service to be provided, including the disciplines that furnish care/service and the frequency of visits, as well as any modifications to the plan of care/service.
2. Be informed, both orally and in writing, in advance of care/service being provided, of the charges, including payment for care/service expected from third parties and any charges for which the client/patient will be responsible.
3. Receive information about the scope of services that the PD will provide and specific limitations on those services.
4. Participate in the development and periodic revision of the plan of care/service.
5. Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
6. Be informed of client/patient rights under state law to formulate an Advanced Directive, if applicable.
7. Have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality.
8. Be able to identify visiting personnel members through proper identification.
9. Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property.
10. Voice grievances/complaints regarding treatment or care/service, lack of respect of property or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.
11. Have grievances/complaints regarding treatment or care/service that is (or fails to be) furnished, or lack of respect of property Investigated.
12. Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information (PHI).
13. Be advised on the agency's policies and procedures regarding the disclosure of client/patient records.
14. Choose a health-care provider, including choosing an attending physician, if applicable.
15. Receive appropriate care/service without discrimination in accordance with physician's orders, if applicable.
16. Be informed of any financial benefits when referred to a PD.
17. Be fully informed of one's responsibilities.
18. Before care is initiated, HIT Specialists will inform you orally and in writing of:
  - A. The extent to which payment may be expected from Medicare, Medicaid, or any other federally funded or aided program known to this agency.
  - B. The charges for services that will not be covered by Medicare.
  - C. The charges that you may have to pay.
19. HIT Specialists will inform you orally and in writing of any known changes in these charges, as soon as possible, but no later than 15 working days from the date HIT Specialists becomes aware of the change.
20. Complaints against HIT Specialists or questions may be telephoned, toll free to the Medicare Home Health Hotline: 1 800 228 1570 Monday through Friday during working hours. A recorder will answer at other times.

## YOUR RESPONSIBILITIES AS A PATIENT OF HIT SPECIALISTS

1. The patient or his/her caretakers should recognize a Medical Emergency and call for proper medical assistance if a medical emergency occurs (i.e., dial 911). The patient should not wait for HIT Specialists to respond.
2. It is patient's responsibility to be at home for scheduled visits. If, for any reason, a patient cannot be at home for the visit, he/she should promptly notify HIT Specialists of the situation so that we may reschedule the visit.
3. Patients or their caretakers are responsible for learning and using the self-administration techniques they are taught that are specific to their therapy.
4. Patients need to know how to contact their physician and HIT Specialists.
5. Patients are to comply with their physician's instructions, at all times. If the physician changes, interrupts or discontinues the therapy, or any medications HIT Specialists should be notified immediately.
6. Patients need to know the name(s) of the staff assigned to their care by HIT Specialists.
7. If a patient experiences any unusual side effects, he/she should notify HIT Specialists at once.
8. If a patient is admitted/re admitted to the hospital, he/she should promptly notify HIT Specialists.
9. The patient is responsible for taking good care of any HIT Specialists property left at the patient's home. He/she is also required to return the property upon discharge, in good condition.
10. If there is a problem with equipment (e.g., malfunction, breakage, etc.) you should contact HIT Specialists immediately.
11. The patient is responsible for proper storage of their supplies and equipment. Any questions regarding storage should be directed to HIT Specialists.
12. The patient is responsible for notifying HIT Specialists whenever supplies are needed.
13. **The patient is responsible to notify HIT Specialists regarding any changes in insurance coverage or any changes regarding payment for services rendered.**
14. The patient is responsible for obtaining and providing the Living Will, Power of Attorney and an Out of Hospital Do Not Resuscitate Order as desired. (If Applicable).