

CLIENT'S RIGHTS

It is the policy of Assured Home Nursing Services to fully inform our clients of the agency's statement of beliefs regarding patient care. Assured Home Nursing Services personnel will protect and promote your rights and rights of each client in their care.

Client's rights are:

- To be treated with dignity, courtesy and respect
- To have their property treated with respect
- To accept or decline participation in research, experimentation or educational training without punitive action being taken against them
- To express dissatisfaction and suggest changes in any service without fear of restraint, discrimination, and/or unreasonable interruption of services
- To have confidentiality of all clinical records (except as otherwise required by law or third-party pay/or contracts) and all communications, written or oral, between clients and health care providers
- To have participation in decisions concerning their care to achieve maximum independence
- To maintain privacy during interview, examination and treatment
- To participate in the plan of care and treatment
- To be fully informed orally and in writing; prior to start of service of agency policies, services and charges for service, including eligibility standards for third-party reimbursement and right of appeal
- To receive an explanation of all forms that are requested to sign
- To receive services regardless of race, religion, color, national origin, sexual preference, sex, marital status, age, handicap or source of payment