

§ 131E-144.3. Declaration of home care clients' rights.

Each client of a home care agency shall have the following rights:

- (1) To be informed and participate in his or her plan of care.
 - (2) To be treated with respect, consideration, dignity, and full recognition of his or her individuality and right to privacy.
 - (3) To receive care and services that are adequate, appropriate, and in compliance with relevant federal and State laws and rules and regulations.
 - (4) To voice grievances about care and not be subjected to discrimination or reprisal for doing so.
 - (5) To have his or her personal and medical records kept confidential and not be disclosed except as permitted or required by applicable State or federal law.
 - (6) To be free of mental and physical abuse, neglect, and exploitation.
 - (7) To receive a written statement of services provided by the agency and the charges the client is liable for paying.
 - (8) To be informed of the process for acceptance and continuance of service and eligibility determination.
 - (9) To accept or refuse services.
 - (10) To be informed of the agency's on-call service.
 - (11) To be informed of supervisory accessibility and availability.
 - (12) To be advised of the agency's procedures for discharge.
 - (13) To receive a reasonable response to his or her requests of the agency.
 - (14) To be notified within 10 days when the agency's license has been revoked, suspended, canceled, annulled, withdrawn, recalled, or amended.
 - (15) To be advised of the agency's policies regarding patient responsibilities.
- (2005-276, s. 10.40A(n); 2011-314, s. 6.)