

THE VISITING NURSE ASSOCIATION OF SOUTH CENTRAL CT., INC.

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

The Visiting Nurse Association of South Central CT, INC. presents this Patient's Bill of Rights with the expectation that observance of these rights will be contribute to more effective patient care and greater satisfaction for the patients and their physicians. The VNA of South Central CT, INC. protects and promotes the rights of each individual and allows the patient to exercise his/her rights including:

1. Patients have the right to competent, concerned, individualized care, without regard to race, creed, color, age, sex, national origin, sexual orientation, veteran status, lifestyle or handicap. The VNA admission and discharge policy is available upon request.
2. The right to be fully informed in advance of the care, treatment, disciplines to furnish services, and frequency of visits to be provided by the Agency that might affect the individual's well-being in a timely manner in accordance with organizations stated operational policy. The patient also has the right and responsibility (except with respect to an individual judged incompetent) to participate in planning and implementing the home health care plan and treatment or changes in care or treatment and not receive any experimental treatment without the client's specific agreement and full understanding of information explained. The patient/caregiver has the responsibility to inform the Agency's personnel of the changes in their physical status or changes in their plan of treatment.
3. *Pain will be assessed and managed respecting each patient's individual needs.*
4. The patient has the responsibility to be home for services to be provided and observe scheduled visit times; and will, upon request, identify a primary caregiver able/willing to assist in his/her care.
5. The right to be fully informed orally and in writing (in advance of coming under the care of the VNA of South Central CT, INC.) of:
 - a. All items available and services furnished by (or arrangements with) the Agency for which payments made under Medicare, Medicaid or other insurance payors, including type and frequency.
 - b. The coverage available for such items and services under Medicare, Medicaid and other insurance payors of which the Agency is reasonably aware.
 - c. Any charges for items and services not covered under this title and any other charges the individual may have to pay with respect to items and services furnished by (or under arrangements with) the VNA of South Central CT, INC.
 - d. Any changes in the charges or items and services described above, no later than thirty (30) working days from the date the Agency becomes aware of the change.
 - e. Organization ownership and control.
 - f. The agency's policy on uncompensated care.
5. The right to receive disclosure information regarding any beneficial relationships the organization has that may result in profit for the referring organization.
6. The right to request information regarding the organizations liability insurance.

7. The right to express a written or verbal complaint without discrimination or reprisal from the agency regarding treatment or care to be (or fails to be) provided or regarding the lack of respect for property by anyone providing agency services. The complaint will be investigated within four (4) working days after receipt and service will not be disrupted. The agency will document the response from the investigation and the resolution of the grievance. The Agency's Manager and/or Director may be contacted twenty-four (24) hours a day, seven (7) days a week by telephone at 203.777.5521 or by mail. The State of Connecticut, Commissioner of Public Health, (860.509.7101) or the Division of Health Systems Regulation, Department of Public Health, 410 Capitol Ave., P.O. Box 340308, Hartford, CT 06134-0308 may be contacted to register a verbal or written complaint. The Connecticut Department of Public Health also has a toll-free Medicare Hotline at 1.800.828.9769 to handle complaints and to provide information about home care services. This is a 24-hour Hotline number. When there is no person available to take your call, you may leave a message and your call will be returned. The Community Health Accreditation Program Hotline number is 1-800-669-1656.
8. The patient has the right to his/her privacy; property to be treated with respect; and that all medical and financial information be treated as confidential. All medical record information will be kept confidential. Records will only be released upon written request/consent of the patient or his/her legal representative. The agency's policy regarding access to the clinical record is available upon request.
9. Patients and their caregivers have a right to respect and dignity. VNA of South Central staff members have the same right to provide care in a safe environment; will be free from physical/verbal abuse or threat of same; and to also be treated with respect and dignity.
10. The VNA of South Central CT, INC. allows the patient's family or guardian to exercise the patient's right when a patient has been judged incompetent.
11. Patients have the right to formulate an Advance Directive for Healthcare and to have that Directive honored; and will receive services regardless if an Advance Directive has been executed or not.
12. The patient will be notified in advance of treatment options, transfers, when and why care will be discontinued.
13. The patient has the right to education, instructions and requirements for continuing care when the services of the agency are discontinued.
14. The patient will be referred to another agency or source of care, if he/she is not satisfied with services, or if the VNA of South Central CT, INC. cannot meet his/her needs, or the patient refuses to comply with the Plan of Care. If you have any concerns regarding your rights, or you need clarification about any information, please contact the CEO/President at 203.777.5521.