



## **PATIENT'S RIGHTS AND RESPONSIBILITIES**

As a patient of NuCara, you have the right to be treated with respect and dignity at all times. You also have rights and responsibilities as listed below. You or your representative may exercise these rights and responsibilities.

### **Your Rights Include:**

You have the right to be fully informed, orally and in writing, of the following before care is initiated:

1. Services, products and equipment available from NuCara directly or by contract.
2. NuCara's ownership and control.
3. Any specific charges for services to be paid by you and those charges covered by insurance, third party payment, or public benefit programs.
4. Billing policies, payment procedures, and any changes in the information provided on admission as they occur within 15 days from the date that NuCara is made aware of change.
5. Names and professional qualifications of the disciplines that will provide care and the proposed frequency of visits or services.
6. The right to participate in the plan for care and/or any change in the plan before it is made.
7. NuCara's grievance procedures that include contact names, phone numbers, hours of operation, and how to communicate problems to the company.
8. Receive service without regard to race, creed, gender, age, handicap, sexual orientation, veteran status or lifestyle.
9. Make informed decisions about care and treatment plans and to receive information in a way that is understandable to you.
10. Be notified in advance of treatment options, transfers, when and why care will be discontinued.

11. Receive and access services consistently and in a timely manner in accordance with NuCara's stated operational policy.
12. Education, instructions and requirements for continuing care when NuCara discontinues services.
13. Participate in the selection of options for alternative levels of care or referral to other organizations, as indicated by the patient's need for continuing care.
14. Receive disclosure information regarding any beneficial relationships that NuCara has that may result in profit for the referring organization.
15. Be referred to another provider organization if NuCara is unable to meet your needs or if you are not satisfied with the care you are receiving.
16. Voice grievances regarding treatment, care or respect for property that is or fails to be furnished by anyone providing services on behalf of NuCara without reprisal for doing so.
17. Document a response from NuCara regarding investigation and resolution of the grievance.
18. Be advised of the availability, purpose and appropriate use of Medicare and Medicaid phone numbers
19. Refuse treatment and be informed of potential results and/or risks.
20. Not receive any experimental treatment without your specific agreement and full understanding of information explained.
21. Be free from any mental, physical abuse, neglect or exploitation of any kind by NuCara's staff.
22. Have your property treated with respect.
23. Confidentiality of your clinical records and NuCara's policy for accessing and disclosure of clinical records.
24. Information regarding NuCara's liability insurance upon request.

### **Your Responsibilities to NuCara Are:**

- Provide accurate information about your past medical history, medications, allergies and any other pertinent information.
- Use equipment and supplies as instructed and maintain a safe environment.
- Inform NuCara when you will not be present for deliveries or appointments.
- Provide prompt payment for services and equipment provided.
- Contact NuCara if you are admitted to the hospital or a nursing facility or have a significant change in your medical condition.
- Contact NuCara if you no longer are using your equipment.
- Participate in your plan of care and to request further information for anything you do not understand.
- Notify NuCara when your address or phone number changes.
- Notify NuCara immediately if your insurance changes.

### **NuCara's Grievance Procedures**

**You have the right to express concerns, complaints, or suggestions regarding your care or treatment without fear of reprisal, discrimination or interruption of service. Your NuCara representative will listen to and document in your homecare record your concern or complaint. You may also contact your local NuCara store manager for further assistance.**

**If the issue has not been resolved to your satisfaction, you may contact any member of NuCara's Executive Committee at 641-366-3440. A committee member will respond within five (5) working days.**

**You may also contact NuCara's accreditation agency by calling Accreditation Commission for Health Care (ACHC), 139 Weston Oaks Ct., Cary, NC 27513. Toll-Free: (855) 937-2242, Local: (919) 785-1214, Fax: (919) 785-3011.**