

Patient/Client Bill of Rights and Responsibilities

As an individual receiving home care services, let it be known and understood that you have the following rights:

1. To select those who provide your home care services.
2. To receive information about the scope of service that NuCara will provide service and limitations on those said services.
3. To be provided with legitimate identification by any person or persons who enter your residence to provide home care services for you.
4. To receive the appropriate or prescribed service in a professional manner without discrimination relative to your age, race, sex, religion, ethnic origin, sexual preference or physical/mental handicap.
5. To be dealt with and treated with friendliness, courtesy and respect by each and every individual representing the company who provides treatment or services for you and be free from neglect or abuse, be it physical or mental.
6. To assist in the development and planning of your home care program so that it is designed to satisfy, as best as possible to your current needs.
7. To be provided with adequate information from which you can give your informed consent for the commencement of service, the continuation of service, the transfer of service to another home care provider, or the termination of service.
8. To express concerns or grievances or recommend modifications to your home care service without fear of discrimination or reprisal. That concern or grievance will be addressed and investigated. To contact NuCara please call 641-366-3440 ext 111 or the Medicare hotline number is 1-866-238-9650. Grievances may also be sent to ACHC at 919-785-1214.
9. To request and receive complete and up-to-date information relative to your condition, treatment, alternative treatments and risks of treatment.
10. Confidentiality and privacy of all information contained in the client/patient record and of protected health information.
11. To be advised on NuCara's policies and procedures regarding the disclosure of clinical records.
12. To receive treatment and services within the scope of your home care plan, promptly and professionally, while being fully informed as to company policies, procedures and charges.
13. To refuse treatment and services within the boundaries set by law, and to receive professional information relative to the ramifications or consequences that will or may result due to such refusal.
14. To request and receive the opportunity to examine or review your medical records.
15. To be informed of any financial benefits when referred to an organization.