

CONSUMER BILL OF RIGHTS & RESPONSIBILITIES



NewLife Home Care Services has adopted the following statement on consumer rights as the official policy. The consumer/client has the right to:

- * Safe and humane treatment.
- * Be completely informed of these rights.
- * Have NewLife Homecare staff communicate in a language or form that he/she can reasonably expect to understand.
- * Be informed of responsibilities he/she may have in the care process.
- * Be thoroughly informed of any charges or out of pocket expense not covered by consumer insurance.
- * Be informed of prices, inspect the “Explanation of Bill” or any other charges.
- * Have Advanced Directives.
- * Be provided with information and education relating to aspects of his/her condition that relates to services provided by NewLife Homecare Inc. in order to participate in the home therapy plan and plan of care.
- * Be informed of any potential benefits, risks, and effects of treatment and will have the opportunity to authorize or refuse treatment.
- * Participate in the development and revision of the plan of care.
- * Full access of information and information necessary in order to make decisions regarding services. The consumer’s family/ guardian may exercise the consumer’s rights when the consumer is determined to be unable to make informed decisions.
- * Be treated at all times with respect, courtesy with complete recognition of individuality and dignity.
- * Service without discrimination against race, color, creed, sex, religion, national origin, sexual orientation, handicap or age.
- * Lodge any complaints with NewLife Homecare and with any other appropriate person, organization or agency.

For products, services or information, call

(570) 602-3093 or 1-877-707-LIFE or www.newlifehomecare.com

* Be informed and educated on the procedure for lodging complaints in a confidential manner and the procedure for receiving, reviewing and resolving complaints.

* Express grievance and suggest change in policy, service or staff with out worry, intimidation, constraint, or discrimination and not experience unreasonable interruption of services from NewLife Homecare.

* Expect confidential treatment of medical and personal records and to decline their release to any other individual outside of NewLife Homecare (except in situations where the consumer signs a release of information form. Other exceptions may include third party payment contract).

* Receive healthcare by the physician of his or her choice.

* Adequate pain and symptom management.

* Refuse participation in experimental treatment or research unless clear documentation of informed consent is received by the consumer.

* Receive services in a timely manner.

* Be given a prompt and reasonable response to all inquires.

* Be assured that staff who provide services are qualified through education and/or experience.

* Know identities, titles and affiliations of all staff at NewLife Homecare.

* Name an advocate of your choice.

* Have choice and access to all needed services.

* Receive a referral for alternative services if consumer is denied service based on their inability to pay.

* Decline follow up services.

All NewLife Homecare consumers have the responsibility to:

* Give up-to-date, complete and correct health information concerning medical history, medications, allergies and any other information that pertains to the consumers health.

* Participate in developing and maintaining a safe environment.

* Address any financial concerns regarding service or care.

* Take part in the development and maintenance of their home therapy plan and plan of care.

* Request information if there is anything they do not understand.

* Voice concerns they may have regarding NewLife Homecare services or staff members.

* Inform NewLife Homecare if they are being hospitalized.

* Understand and exercise consumer rights to optimize response to and satisfaction with NewLife Home Care services.