PATIENT BILL OF RIGHTS & RESPONSIBILITIES

UR Medicine Homecare Patients have the Right to:

1. Have property and persons treated with respect.
2. Be free from verbal, mental, sexual, and physical abuse, including injuries of unknown source, neglect, and misappropriation of property.
3. Make complaints regarding treatment or care (see process outlined below).
4. Participate in, be informed about, and consent or refuse care in advance of and during treatment, where appropriate, and with respect to:
    - Completion of the comprehensive assessment
    - Care furnished based on the comprehensive assessment
    - Establishing and revising the plan of care
    - The disciplines that will furnish the care
    - The frequency of visits
    - Expected outcomes of care, including goals, anticipated risk, and benefits
    - Any factors that could impact the effectiveness of treatment
    - Any changes in the care to be furnished
5. Receive all services outlined in the Plan of Care.
6. Privacy, including confidential treatment of patient records. Refer to the Notice of Privacy Practices for a description of how medical information about you may be used and disclosed.
7. Be advised of:
    - The extent to which payment for home health services are expected from Medicare, Medicaid, and other federally funded or federal aid program known to UR Medicine Homecare.
    - The charges for services that may be covered by Medicare, Medicaid, and any other programs
    - The charges for services that may not be covered by Medicare, Medicaid, and any other programs
    - The charges the individual may have to pay before care is initiated; and any changes in the information
    - Any changes in the information above when they occur. The Agency must advise the patient and representative, if any, of these changes as soon as possible, in advance of the next home visit
8. Receive proper written notice in advance of a specific service being furnished if UR Medicine Homecare believes that the service may be non-covered care or in advance of UR Medicine Homecare reducing or terminating ongoing care.
9. Be advised of the New York State Department of Health toll-free hotline, its contact information, hours of operation, and its purpose for receiving complaints or questions about local agencies including UR Medicine Homecare: referenced below.
10. Be advised of the names, addresses, and telephone numbers of the following Federally funded and State funded entities that service the area where the patient resides, such as; the Agency on Aging; Center for Independent Living; Protection & Advocacy Agency; Aging &Disability Resource Center; Quality Improvement Organization.
11. Be free from any discrimination or reprisal for exercising their rights or voicing grievance to the Agency or any outside entity.
12. Be informed of the right to access auxiliary aids and language services and how to

access those services.
Visual Impairment – www.urmhomecare.org

14 *ase refer to Admission Packet for information regarding Discharge/Transfer Policies.*

Complaints and Suggestions:

1. Patients are encouraged to discuss problems or suggestions with their Case Manager or their Case Manger's immediate supervisor.
2. Patients may submit written complaints/ suggestions at any time through a letter addressed as follows:

President & CEO, UR Medicine Home Care
2180 Empire Blvd., Webster, NY 14580

3. Complaints or suggestions may also be made over the phone, Monday through Friday, 8:00 am-4:30 pm, by calling **585-787-2233** or **toll-free 1-800-253-4439** and asking for the President & CEO. When a problem, complaint, or suggestion is received, an immediate investigation is initiated. Follow-up with the person who initiated the complaint is done by phone or mail to ensure a mutually acceptable resolution.

4. If the patient is unable to resolve their complaint with UR Medicine Homecare, the patient may file a complaint with the New York State Department of Health as Follows:

New York State Health Department- Regional
Office 1565 Jefferson Road, Suite 120
Rochester, NY 14623

5. Home Health Compliance status may be obtained, and complaints may also be made by calling the New York **State Department of Health Hotline at 1-800-628-5972**, Monday through Friday, 10:00 am through 4:00 pm, except on State holidays.

6. If the patient is a Medicare beneficiary and there are concerns about the quality of medical services provided, the patient or representative may also request in writing a Medicare Peer review from Livanta. Livanta is a Beneficiary and Family Centered Care Quality Improvement Organization (BFCC- QIO). Requests for review can be made over the phone by calling **1 (877)588-1123** or in writing as follows:

Livanta LLC BFCC-QIO
10820 Guilford Road,
Suite 202 Annapolis Junction, MD 20701-1105

URHMC patients can contact the Joint Commission by:

- Calling (800) 994-6610, 8:30 AM to 5:00 PM CST
- Submitting a complaint online: https://www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/
- Mailing a complaint to:

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181