

Nascentia Health
Nascentia Health at Home
Nascentia Home Aides
1050 West Genesee Street • Syracuse, New York 13204-2243 • (315) 477-4663

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

EACH PATIENT HAS A RIGHT:

- To be able to identify visiting personnel members through proper identification including photo ID badges;
- To receive a statement of Nascentia Health and its Subsidiaries' available services and related charges in advance of care/service being provided, of the charges, including payment for care/service expected from third parties and any charges for which the client/patient will be responsible
- To be informed of all treatments prescribed, when and how services will be provided, the disciplines that furnish care, the frequency of visits, and the name and functions of any person and affiliated agency providing care and services, and of any modifications to the plan of care/service;
- To receive information about the scope of services that will be provided, including specific limitations on those services;
- To refuse care or treatment after being fully informed of and understanding the consequences of such actions;
- To be informed of the procedures for submitting patient grievances/complaints;
- To voice grievances /complaints regarding treatment or care/service, lack of respect of property and/or to recommend changes in policies, personnel, and care/services to Nascentia Health and its Subsidiaries' staff, the area office representatives of the New York State Department of Health or any outside representative of the patient's choice, free from restraint, interference, coercion, discrimination or reprisal; To have grievances/complaints regarding treatment or care/service that is (or fails to be) furnished, or lack of respect of property investigated;
- To have one's person and property be treated with respect, consideration, and recognition of patient/client dignity and individuality;
- To be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property;
- To privacy, including confidential treatment of patient records, and refusal of their release to any individual outside of Nascentia Health and its Subsidiaries, except in the case of the patient's transfer to a health care facility, or as required by law or third party payment contract or patient consent;
- To be advised on agency's policies and procedures regarding the disclosure of client/patient records;
- To be given appropriate and professional quality home care services without regard to patient's age, race, color, creed, sex, national origin, disability, service need intensity, location of patient's residence in the service area or source of payment according to physician's orders;
- To participate in the development and periodic revision of the plan of care/service, including: the services provided, the reasons for the services to be provided, the expected results of the services including any barriers to achieve these outcomes, the frequency of the services, the method of payment, and to be informed of and participate in the discharge plan;
- To choose a health care provider, including choosing an attending physician;
- To be informed of any financial benefits when referred to Nascentia Health and its Subsidiaries;
- To be informed of client/patient rights under state law to formulate an Advanced Directive;
- To be fully informed of one's responsibilities;
- To have their family or guardian exercise their rights if they have been judged incompetent.

EACH PATIENT HAS A RESPONSIBILITY:

- To become independent in care to the extent possible using self, family or other resources;
- To provide all necessary medical, social and financial information needed to develop and update the plan of care;
- To cooperate with the ongoing plan of care;
- To discuss his/her goals regarding home care services with the person developing the plan of care;
- To be considerate and understanding of health care providers;
- To meet any financial obligations;
- To respect the rights of health care providers without regard to race, color, creed, sex, religion, age, or national origin;
- To correct any identified safety problems which may impact the plan of care;
- To be available at the designated time and place to receive services as developed in the plan of care or notify agency if not available.

IF YOU HAVE A CONCERN:

- Please contact Nascentia Health at (315) 477-4663 and request to speak with the Vice President of Patient Services.
- If you are not satisfied with the attempts to resolve your concern or wish to lodge a complaint concerning the implementation of the advance directives requirements, you have the right to address complaints to the New York State Department of Health through the Home Health Agency Hotline at 1-800-628-5972 9:00 AM - 4:00 PM Monday - Friday or (315) 477-8472 and through the Accreditation Commission for Health Care at 1-855-937-2242.
- The Medicare Peer Review Organization for New York State is also available regarding your concerns for the quality of medical services you receive(d) at 866-815-5440.