

# SuperCare Health Patient Rights and Responsibilities

## Patient Rights

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

- To select those who provide you home care services.
- To be provided with legitimate identification by any person or persons who enter your residence to provide home care services for you.
- To receive the appropriate or prescribed service in a professional manner without discrimination relative to your age, sex, race, religion, ethnic origin, sexual preference or physical or mental handicap, or personal, cultural and ethnic preferences.
- To be promptly 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, mental, sexual or verbal.
- To have your confidentiality, privacy, security, and property respected at all times.
- To assist in development and planning of your health care program that is designed to satisfy, as best as possible, your current needs.
- 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 health care provider, or the termination of service.
- To express concerns of grievances or recommend modifications to your home care service without fear of discrimination or reprisal.
- To request and receive complete and up-to-date information relative to your condition, treatment, alternative treatments, and risks of treatment within The Physician Legal Responsibilities of Medical Disclosure.
- To receive treatment and services within the scope of your health care plan, promptly and professionally, while being fully informed as to company policies, procedures, and charges.
- To refuse treatment, within the boundaries set by law, and receive professional information relative to the ramifications or consequences that will or may result due to such refusal.
- To request and receive data regarding treatment, services, or costs thereof privately and with confidentiality.
- To request and receive the opportunity to examine or review your medical records.
- To formulate and have honored by all healthcare personnel advance directives such as a Living Will, Durable Power of Attorney for Health Care, or Do Not Resuscitate Order.
- To expect that all information received by this organization shall be kept confidential and shall not be released without written consent.

- The right to review the organization's Privacy Notice.
- The right to access, request amendment to, receive an accounting of disclosures regarding your health information as permitted under applicable law.
- The right to revoke any previous consent for release of medical information of form obtained consent for media recording or filming.
- To be involved, as appropriate, in discussions and resolutions of conflicts and ethical issues related to your care.
- As a patient of this home care organization, you can expect that your reports of pain will be believed and our concerned staff will quickly respond to your concerns by contacting your home health nurse or physician.

## **Patient Responsibilities**

You and SuperCare Health are partners in your health care plan. To ensure the finest care possible, you must understand your role in your health care program. As a patient/ client, you are responsible for the following:

- To provide complete and accurate information concerning your present health, medications, allergies, etc.
- To inform SuperCare, as appropriate, of your health history including past hospitalizations, illnesses, injuries, etc.
- To involve yourself, as needed and as able, in developing, carrying out and modifying your home care service plan such as properly cleaning and storing equipment and supplies.
- To review SuperCare Health's safety booklet(s) and actively participate in maintaining a safe environment in your home.
- To request additional assistance or information on any phase of your health care plan you do not fully understand.
- To notify your attending physician when you feel ill, or encounter any unusual physical or mental stress or sensations.
- To notify SuperCare Health when you will not be home at the time of a scheduled home care visit.
- To notify SuperCare Health prior to changing your place of residence or your telephone number.
- To notify SuperCare Health when encountering any problem with equipment or service.
- To notify SuperCare Health if you are to be hospitalized or if your physician modifies or ceases your home care prescription.
- To make a conscious effort to properly care for equipment and supplies, and to comply with all aspects of the home health care plan developed for you.
- To report any concerns regarding pain and pain management.
- To make a conscious effort to show respect and consideration to SuperCare Health's staff.



- To meet financial commitments that have been agreed to with SuperCare Health, such as copayments.
- To accept the consequences for adverse outcomes if you do not follow the proposed care plan or course of treatment.

Joint Commission accreditation is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards and the highest quality of care. SuperCare Health is proud to have maintained accreditation for more than 20 years.

As we strive to provide our customers with an excellent experience, there may be times when expectations are not met. If your concerns are not resolved by our customer care response, you may contact The Joint Commission:

Phone: (800) 994-6610

Online: [www.jointcommission.org](http://www.jointcommission.org)

E-mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

Mail: Office of Quality Monitoring

The Joint Commission

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