

<b>LHC GROUP, INC.</b>	<b>PATIENT RIGHTS AND RESPONSIBILITIES</b>
EFFECTIVE DATE: 05/04/99	DIVISION: HOME HEALTH
REVISED DATE: 04/01/01, 12/31/01, 10/01/02, 12/08/03, 11/15/08, 03/01/09, 11/01/11, 12/01/14, 01/01/18, 01/01/20	CHAPTER: RIGHTS AND ETHICS
APPROVED BY: POLICY COMMITTEE	POLICY NUMBER: 1.001
	PAGE 1 OF 2

**Note: This policy and procedure is applicable to all agencies with the EXCEPTION of those in Texas. Texas agencies should refer to policy and procedure 1.001T**

**PURPOSE:**

To provide clear terms under which the agency provides services and ensures that all patients, legal representatives (if any), and staff are knowledgeable regarding patient rights and responsibilities prior to the initiation of care and while receiving agency services.

**POLICY:**

The agency provides patients and legal representatives (if any) with information regarding agency services, which includes the mission statement and scope of services. The patient and legal representative (if any) is informed of patient rights and responsibilities prior to the beginning of care, treatment and services, or during the initial evaluation visit, and throughout their length of stay.

**PROCEDURE:**

1. On initial evaluation visit or admission, the qualified clinician will provide the patient or legal representative (if any) a copy of the patient rights and responsibilities including:
  - a. Patient Bill of Rights,
  - b. Agency's transfer and discharge policies
  - c. OASIS Privacy Act
  - d. Privacy Notice, and
  - e. Agency Executive Director/Clinical Director name, business address, and business phone number

The legal representative, (if any), will be mailed a copy of the patient rights and responsibilities and transfer and discharge policies if they are not present during the admission and reside in a different home.

The admitting clinician obtains the patient or legal representative's signature on the patient consent acknowledging that the patient/legal representative has received a written notice of these patient rights.

**In Idaho and Rhode Island**, a signed, dated copy of the Patient Bill of Rights will be filed in the medical record.

**In Arizona**, a copy of the Patient Bill of Rights is posted within the agency.

2. Patients are entitled to view/copy and request change of any OASIS information collected by the Home Health Agency. The following procedure will be used:

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	PAGE 2 OF 2

- a. Patients may view/copy any information collected on them after completing an authorized release form and request for information.
- b. If there is any information that the patient disagrees with or wishes the agency to change, the request must be submitted in writing to the agency.
- c. The Executive Director will review the request with the agency staff that collected the data and determine if the change is appropriate.
- d. If the change is appropriate (by agency determination), the staff collecting the original data will amend the record using a case conference or coordination note documenting the reason for the change. The patient will be notified of the change and/or provided a copy of the record, if requested.
- e. If the request for amending information is denied, the agency shall provide a written notice to the patient/caregiver. The patient or caregiver will be advised to contact CMS at 1-800-MEDICARE and request that their information be reviewed/copied/corrected. The CMS representative will explain further procedures to the patient and will contact the agency in question.