

CONTINUED CARE OF L.I., INC.
130 Sea Lane, Farmingdale, New York 11735
(631)694-8787

IT IS OUR POLICY, IN THE EVENT OF A CARDIAC ARREST, FOR OUR STAFF TO CALL 911, OR AS A GOOD SAMARITAN, HE/SHE MAY CHOOSE TO PERFORM CPR

PATIENT RIGHTS

Observance of a patient's rights and responsibilities, through informed decision making, will promote effective patient care/service and greater satisfaction and success for patients, physicians and the home care company. The organization supports the following patient rights:

- ___ To be informed of all your rights/responsibilities by the home care company.
 - ___ Be accorded impartial access to treatment, service or equipment that is medically necessary, regardless of race, religion, sex, payer source, etc.
 - ___ To be fully informed of company policies and charges for care/service, including third party benefits/limitations and any financial obligation for service rendered.
 - ___ To have appropriate and professional care/service with respect, dignity and privacy at all times and at the necessary level of care.
 - ___ To be educated and informed in order to choose your care provider and participate in the development and implementation of your plan of care/treatment.
 - ___ To refuse treatment, within the confines of the law, and to be informed of the consequences of your action.
 - ___ To refuse/accept experimental treatment and/or participating in research.
 - ___ To be informed within a reasonable time of anticipated termination of service or plans to transfer to another company if level of intensity cannot be provided.
 - ___ To reasonable continuity of care.
 - ___ To voice concerns/grievances and suggest changes in staff without fear of discrimination, reprisal or interruption of service.
 - ___ To be informed of all company disciplines/staff involvement in care and the frequency/duration of visits for each discipline, as well as changes in staff, visits or duration of services.
 - ___ To receive a timely response to all requests for care/service or inquiries.
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PATIENT RESPONSIBILITIES

As a home care patient, you have the following responsibilities:

- ___ Remain under the care of a licensed physical and notify your physician of any changes in your condition.
 - ___ Provide a complete, accurate health history and any pertinent information, as it relates to our care/service.
 - ___ Provide a willing and capable caregiver available to assist with your care/treatment, as determined by company staff.
 - ___ Be available for visits and notify the company if you are unavailable, hospitalized, have moved, or have any change in condition or status.
 - ___ To make every effort to comply with a mutually agreed upon plan of care and take an active role in learning and self-care. Repeated failure to comply with this plan of care could result in discontinuation of service.
 - ___ To notify the company with any questions, concerns or problems.
 - ___ Show respect and consideration for company's staff and property.
 - ___ Meet financial commitments agreed to with the company.
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PATIENT GRIEVANCE

As a home care patient, you have the right to voice concerns of grievances without fear of discrimination, reprisal or interruption of service. If you feel you have been discriminated against, your health or well-being has been threatened, or you have been denied equitable and fair treatment, you should follow these steps in the appropriate order:

- ___ 1. Call your home care company, 24 hours a day, and ask to speak to a Supervisor or Manager.
- ___ 2. Speak with the President or present a formal written Grievance within 30 days.
- ___ 3. Include the name and address of the patient/complainant and the nature of the complaint.
- ___ 4. The President reviews, investigates and documents the complaint/grievance.
- ___ 5. A written response explaining decisions rendered will be issued by the President within 14 days of receipt of the grievance.
- ___ 6. An appeal is available through the Governing Body within 30 days of the response to the complaint.
- ___ 7. You can call the Attorney General's office.
- ___ 8. You can call the Consumer Protection Board at (518)474-8583.