The Patients and/or responsible parties have the right to:

- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications/changes to the plan of care
- Be informed, both orally and in writing, in advance of care being provided, of the charges, including payment for care/service expected from third parties and any charges for which the patient will be responsible
- Receive information about the care/services covered under the Medicare Home Health benefit
- Receive information about the scope of services that the HHA will provide and specific limitations on those services
- Participate in the development and periodic revision of the plan of care

- Refuse care or treatment after the consequences of refusing care or treatment are fully presented
- Be informed of patient rights under state law to formulate an Advanced Directive
- Have one’s property and person treated with respect, consideration, and recognition of patient dignity and individuality
- The patient’s family or guardian may exercise the patient’s rights when the patient has been judged incompetent
- Be able to identify visiting personnel members through proper identification
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property
- Voice grievances/complaints regarding treatment or care, lack of respect of property or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated
- Confidentiality and privacy of all information contained in the patient record and of Protected Health Information
- Be advised on agency’s policies and procedures regarding the disclosure of clinical records
- Choose a health care provider, including choosing an attending physician
- Receive appropriate care without discrimination in accordance with physician orders
- Be informed of any financial benefits when referred to an organization
- Be fully informed of one’s responsibilities
- Be informed of patient rights regarding the collection and reporting of OASIS information
- Be informed that OASIS information (if applicable) will not be disclosed except for legitimate purposes allowed by the Privacy Act
- Be informed of anticipated outcomes of care/services and of any barriers in outcome achievement
- The patient’s family or guardian may exercise the patient’s rights when the patient has been judged incompetent, choose a health care provider, including choosing an attending physician, be informed of any financial benefits when referred to a HHA, be informed of anticipated outcomes of care and of any barriers in outcome achievement or the right to be fully informed of one’s responsibilities.

Cooperation of the patient and/or family is necessary in order to achieve the goals of the Bill of Rights.

Any complaints or recommendations for changes in policy may be made to Matrix Home Care, LLC
1801 Centrepark Drive East, Suite 100 • West Palm Beach, FL 33401 • 888-806-9040

Re: 060813M