

B.I.A. Homecare Services

Bill of Rights

As a client with B.I.A. Home care Services, you have the right to;

- To receive written information about rights in advance of receiving care or during the initial evaluation visit before the initiation of treatment, including what to do if rights are violated.
- To receive care and services according to a suitable and up-to-date plan, to take an active part in creating and changing the plan and evaluating care and services.
- To be told in advance of receiving care about the services that will be provided, the disciplines that will furnish care, the frequency of visits proposed and other choices that are available, and the consequences of these choices, including the consequences of refusing these services.
- To be told in advance of any changes in the plan of care and to take an active part in any changes; and the planning before any change is made.
- To refuse services or treatment
- To know, in advance, any limits to the services available from a provider, and the provider's grounds for a termination of services.
- To know, and to be advised, both orally and in writing, in advance of receiving care whether the services are covered by health insurance, medical assistance, or other health programs, the charges for services that will not be covered by Medicare, and the charges that the individual may have to pay. The provider must advise the recipient of home care services, both orally and in writing, of any changes in such coverage and the recipient's liability for charges as soon as possible, but no later than 30 calendar days after the provider becomes aware of the change.
- To know what the charges are for services, no matter who will be paying the bill.
- To know that there may be other services available in the community, including other home care services and providers, and to know where to go for information about these services.
- To choose freely among available providers and to change providers after services have begun, within limits of health insurance, medical assistance and other health programs.
- To have personal, financial, and medical information kept private, and to be advised of the provider's policies and procedures regarding disclosure of such information.
- To be allowed access to records and written information from records.

- To be served by people who are properly trained and competent to perform their duties.
 - All Employees of B.I.A. Homecare Services have completed a state approved training program and competency test prior to providing hands-on care.
 - Employee competencies are reviewed through direct observation, testing, training and client feedback on an annual basis at minimum.
- To be treated with courtesy and respect, and to have the client's property treated with respect.
- To be free from physical and verbal abuse.
- To reasonable, advance notice of changes in services or charges, including at least ten days advance notice of the termination of a service by a provider, except in cases where:
 - The recipient of services engages in conduct that alters the conditions of employment as specified in the employment contract between the B.I.A. Homecare Services and the individual providing home care services, or creates an abusive or unsafe work environment for the individual providing home care services; or
 - An emergency for the informal caregiver or a significant change in the recipient's condition has resulted in service needs that exceed the current service provider agreement and that cannot be safely met by the home care provider.
- To a coordinated transfer when there will be a change in the provider of services
- To voice grievances regarding treatment or care that is, or fails to be, furnished, or regarding the lack of courtesy or respect to the client or the client's property.
- To know how to contact an individual associated with the provider who is responsible for handling problems and to have the provider investigate and attempt to resolve grievances or complaints. *The provider shall document in writing all complaints, as well as document, in writing, any resolution of the complaint against anyone furnishing services on behalf of the provider.
- To know the name and address of the state or county agency to contact for additional information or assistance.
- To assert these rights personally, or have them asserted by the client's family or guardian when the patient has been judged incompetent, without retaliation. A home care provider may not require a person to surrender these rights as a condition of receiving services. A guardian or when there is not a guardian, a designated person may seek to enforce these rights. A provider must protect and promote these rights.

If you have a complaint about the agency or person providing you home care services, or questions about Home Care licensing, you may call, write or visit:

Allegheny County Area on Aging Ombudsman Program

2100 Wharton St 2nd Floor

Pittsburgh, PA 15203

412-350-4234

Complaint Hotline- 1-866-826-3644

<http://www.alleghenycounty.us/dhs/olderadults.aspx>

Pennsylvania Department of Health

825 Health and Welfare Bld

Harrisburg, PA 17120

717-787-6436

Home Health Complaints- 1-800-254-5164