



Patient Rights & Responsibilities

We are committed to protecting your rights and to reviewing these rights before treatment begins. Your family or guardian may exercise these rights for you in the event you are not able to exercise them for yourself.

You and your caregiver have the right not to be discriminated against based on race, color, religion, national origin, age, gender, disability, social status, political beliefs, sexual preference, or ability to pay.

Privacy You have the right to:

- **Confidentiality** of your medical records and personal information
- **Authorize Release of Information** as required by law or your written authorization
- **Personal Privacy** while care is being provided

Decision-Making You have the right to:

- **Information About Your Care** including what types of caregivers (nurses, therapists, aides, etc.) will furnish your care, the frequency of planned services, and expected outcomes
- **Participating in Planning Your Care** and changes in your care
- **Accept or Refuse Treatment** However, should you decline to adhere to the plan of care appropriate to your needs, and your actions threaten to compromise our commitment to safe care, we or your physician may discharge you from our service and refer you to another source of care, when available.
- **Formulate Advance Directives** a self-determined guide for care in the event you cannot speak for yourself

Dignity & Respect You have the right to:

- **Ethical Standards and Conduct** based on honesty and respect
- **Respect** for your cultural, spiritual, and personal values, beliefs, and preferences
- **Compliance with Your Wishes** as they relate to Advance Directives in accordance with state laws
- **Lodge Complaints** about the care that is, or should have been, furnished, and any lack of respect shown for persons or property. You have the right to know about the results of such complaints.
- **No Reprisals or Discrimination** for voicing grievances about care, services, or charges
- **Access to the State's Home Health Hotline** see our [Complaints & Concerns](#) page for more information about complaint reporting

Financial Information You have the right to:

- **Insurance Information** and to be informed verbally and in writing of the extent to which payment may be expected from any payor known to us before care is delivered
- **Know of Charges** for which you may be responsible
- **Obtain all Bills** upon request

Quality Care You have the right to:

- **High Quality Care** provided safely in accordance with accepted professional standards
- **Effective Assessment and Management of Pain**
- **Emergency Instructions**

Your Responsibilities Call CVHHH if you need to cancel or change a visit.

- Provide accurate and complete information about your health problems and care needs.

- Discuss with CVHHH staff your questions or concerns about your plan of care and what is expected of you.
- Contact CVHHH's management if you have concerns about your care and safety.
- Follow your care plan.
- Report unexpected changes in your condition.
- Inform staff of your wishes for your care, including Advance Directives and any changes to these.
- Be responsible for any repercussions if you choose not to follow medical recommendations or your plan of care, and further, to be aware that if your safety or our staff's safety is in jeopardy, it may result in your discharge from services and referral to other sources of care, if available.
- Treat CVHHH staff with dignity and respect. No hitting, pinching, spitting, or abusive language.
- Provide a safe environment for our staff:
 - Do not smoke during staff visits.
 - Keep pets secured in a different room during visits.
 - Keep walkways safe.
 - Firearms, weapons, etc. must be locked away when staff are visiting.
- Promptly provide insurance information, including any changes in your health insurance.
- Promptly make payments agreed to.
- Respect agency policies:
 - Do not call staff at their homes or outside of work hours.
 - Instead, use our main number (802) 223-1878.
 - Do not hire CVHHH staff to provide care for you on a private pay basis.