

Minnesota Home Care Bill of Rights

PER MINNESOTA STATUTES, SECTION 144A.44.
TO BE USED BY ALL LICENSED ONLY HOME CARE PROVIDERS.

Statement of Rights

A person who receives home care services has these rights:

1. The right 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.
2. The right to receive care and services according to a suitable and up-to-date plan, and subject to accepted medical or nursing standards, to take an active part in creating and changing the plan and evaluating care and services.
3. The right 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 to be furnished, other choices that are available, and the consequences of these choices, including the consequences of refusing these services.
4. The right to be told in advance, of any changes in the plan of care and to take an active part in any changes; and
5. The right to refuse services or treatment.
6. The right to know, in advance, any limits to the services available from a provider, and the provider's grounds for a termination of services.
7. The right to know, 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.
8. The right to know what the charges are for services, no matter who will be paying the bill.
9. The right 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.
10. The right to choose freely among available providers and to change providers after services have begun, within limits of health insurance, medical assistance, or other health programs.
11. The right 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.
12. The right to be allowed access to records and written information from records in accordance with section 144.335.
13. The right to be served by people who are properly trained and competent to perform their duties.
14. The right to be treated with courtesy and respect, and to have the patient's property treated with respect.
15. The right to be free from physical and verbal abuse.
16. The right to reasonable, advance notice of changes in services or charges, including at least 10 day's advance notice of the termination of a service by a provider, except in cases where:
 - (i) The recipient of services engages in conduct that alters the conditions of employment as specified in the employment contract between the home care provider and the individual providing home care services, or creates an abusive or unsafe work environment for the individual providing home care services; or
 - (ii) 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.
17. The right to a coordinated transfer when there will be a change in the provider of services.
18. The right to voice grievances regarding treatment or care that is, or fails to be, furnished, or regarding the lack of courtesy or respect to the patient or the patient's property.
19. The right 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 the grievance or complaint.
20. The right to know the name and address of the state or county agency to contact for additional information or assistance.
21. The right to assert these rights personally, or have them asserted by the patient's family or guardian when the patient has been judged incompetent, without retaliation.

If you have a Complaint

PHS wants to assure you that we view your feedback as an opportunity to improve our service. All concerns or complaints are heard and addressed in a timely manner. Please feel free to call or mail in your concerns or complaints. You may also visit our office where an in-depth explanation of our PHS complaint process is available. In addition to talking with us about your concerns or complaints, the following is also available:

IF YOU HAVE A COMPLAINT ABOUT THE AGENCY OR PERSON PROVIDING YOU HOME CARE SERVICES, YOU MAY CALL, WRITE, OR VISIT THE OFFICE OF HEALTH FACILITY COMPLAINTS, MINNESOTA DEPARTMENT OF HEALTH. YOU MAY ALSO CONTACT THE OMBUDSMAN FOR LONG-TERM CARE.

Office of Health Facility Complaints

(651) 201-4201

(651) 201-4200 (Intake Direct)

1-800- 369-7994

Fax: (651) 281-9796

Mon-Fri 8:00 am – 4:30 pm

Mailing Address

Minnesota Department of Health

Office of Health Facility Complaints

85 East Seventh Place, Suite 300

P.O. Box 64970

St. Paul, Minnesota 55164-0970

Joint Commission Complaint Hotline Phone

Additionally, you may contact the Joint Commission.

(800) 994-6610

E-mail: complaint@jointcommission.org

STRATIS Health

If you are a Medicare client, you may also contact the Medicare Quality Improvement Organization (QIO) with quality of care concerns.

Toll Free 1-800-444-3423

2901 Metro Drive, Suite 400

Bloomington, MN 55425-1525

Office of Ombudsman for Long-Term Care

(651) 431-2555

1-800-657-3591

Fax: (651) 431-7452

Mailing Address

Home Care Ombudsman

Office of Ombudsman for Older Minnesotans

PO Box 64971

St. Paul, MN 55164-0971

Licensee Name: Pediatric Home Service

Telephone Number: 651-642-1825 or Toll Free at 800-225-7477

Address: 2800 Cleveland Avenue North, Roseville, MN 55113

Name/Title of Person to Whom Problems or Complaints May be directed: Susan E. Wingert, President