



*Aging With Grace
Aging In Place*

The Health Club For Seniors

743 Allendale Drive., Suite B
Lexington, Kentucky 40503
www.healthclubforseniors.com
(859) 539-2147

Member's Rights & Responsibilities

Help At Home Member's Bill of Rights

Help At Home members of the club have a right to be notified in writing of their rights and obligations before Help At Home begins and to exercise those rights. The member's family or guardian may exercise the member's rights when the member has been judged incompetent. Aging With Grace's Help At Home Services has an obligation to protect and promote the rights of their members.

A Right to Dignity & Respect

Help At Home members and their caregivers have a right to not be discriminated against based on race, religion, ethnicity, language, culture, gender, sexual orientation, gender identity or expression, socioeconomic status, age, physical or mental ability or disability. If you feel your civil rights have been violated, you may file a written complaint with the Office of Civil Rights, www.hhs.gov/ocr/civilrights/complaints/index.html, or by contacting 312.886.2359 for more information.

Furthermore, Help At Home members and caregivers have a right to mutual respect and dignity, including respect for property. Help At Home associates are prohibited from accepting tips, personal gifts and from borrowing from members.

Help At Home members have the right to:

- have relationships with home care staff that are based on honesty and ethical standards of conduct.
- receive information in a manner that they understand.
- an environment that preserves dignity and contributes to a positive self-image.
- be involved in the resolution of ethical issues concerning their home care.
- be informed of the procedure they can follow to report a complaint to the home care provider about the care that is, or fails to be, furnished and about a lack of respect for property.
- know about the disposition of such complaints.
- voice their grievances without fear of discrimination or reprisal for having done so.
- be free from neglect; exploitation; and verbal, mental, physical, and sexual abuse.
- be advised of the telephone numbers to report abuse : 1 800-372-2973 (ombudsman) or 1-800-752-6200
- be advised of the numbers to complain about services. Members are encouraged to first call the service provider's supervisor _____. If member does not obtain satisfaction from the service provider's supervisor, they may call their case manager _____. If member is not satisfied with their case manager's ability to address the complaint, member can call the Kentucky State Department



***Aging With Grace
Aging In Place***

The Health Club For Seniors

743 Allendale Drive., Suite B
Lexington, Kentucky 40503
www.healthclubforseniors.com
(859) 539-2147

of Aging and Independent Living

_____. If member still has
complaints,

they may call the Center for Medicare and Medicaid Services _____
or the US Dept. of Health and Human Services _____

Safety

Help At Home members have the right to:

- Our primary goal is protecting your safety and well-being. Please know that Aging With Grace has a policy in place for reporting anything that may threaten your safety and well-being.

Aging With Grace 's Abuse/Neglect/Exploitation and Incident Reporting Policy:

- a. Incident reporting is MANDATORY. Incident reporting must be done in the MWMA (Medicaid Waiver Management Application) immediately after the incident occurs. (no more than 8 hours after witnessing or discovering a critical incident and no more than 24 for non-critical)
- b. A **critical incident** threatens the well-being, health and safety of those involved and must be addressed quickly. (see Section 2 of Incident Reporting Instructional Guide for 1915(c) HCBS Waiver Services Updated June 4, 2021 for clarification)
- c. A **non-critical incident** does not create a serious or immediate risk to those involved. (See Section 2 of Incident Reporting Instructional Guide for 1915(c) HCBS Waiver Services Updated June 4, 2021 for clarification)
- d. For incidents that are criminal in nature, call law enforcement first (and/or Child and Adult Protective Services if neglect, abuse, and exploitation suspected).
- e. For suspicion of Abuse/Neglect/Exploitation call Adult (859-245-5258) or Child (877-597-2331) Protective Services (and/or law enforcement) and include case number in the report. Even if you only suspect abuse, neglect or exploitation, it is the law to report it.
- f. Then notify other concerned parties: case manager, your supervisor, family member or guardian if specified in the person-centered service plan (PCSP), and medical provider if incident involves hospitalization and/or medication error.
- g. Next, complete initial incident report in MWMA.



*Aging With Grace
Aging In Place*

The Health Club For Seniors

743 Allendale Drive., Suite B
Lexington, Kentucky 40503
www.healthclubforseniors.com
(859) 539-2147

- h. If necessary, do risk mitigation and investigation report within 7 calendar days after incident witnessed or discovered.

Decision-Making

Help At Home members have the right to:

- be notified in advance about the care that is to be furnished, the types of caregivers who will provide care, and the frequency of the visits that are proposed.
- ask for another service provider, up to three in total. If you are still not satisfied, you will be referred to a different agency.
- be advised of any change in the plan of care before the change is made.
- participate in the planning of the care and in planning changes in the care, and to be advised that they have the right to do so.
- be informed in writing that Aging With Grace does not provide medical care in the homes of our members. We cannot administer medications.

Privacy

Help At Home members have the right to:

- confidentiality of the medical record as well as information about their health, social, and financial circumstances and about what takes place in the home.
- expect the home care provider to release information only as required by law or authorized by the patient and to be informed of procedures for disclosure (See Aging With Grace Notice of Privacy Practices.).
- access, request amendment to, and obtain information on disclosures of his or her information.

Financial Responsibility

Help At Home members have the right to:

- be informed of the extent to which payment may be expected from Medicaid, or any other payor known to the home care provider.
- be informed of the charges that will not be covered by Medicaid or Medicare.
- be informed of the charges for which the patient may be liable.



Aging With Grace
Aging In Place

The Health Club For Seniors

743 Allendale Drive., Suite B
Lexington, Kentucky 40503
www.healthclubforseniors.com
(859) 539-2147

- receive this information, orally and in writing, before the care is initiated and within 30 calendar days of the date the home care provider becomes aware of any changes.
- have access, upon request, to all bills for service the patient has received regardless of whether the bills are paid out-of-pocket or by another party.

Quality of Care

Help At Home members have the right to:

- receive care of the highest quality.
- be accepted by Aging With Grace only if it has the resources needed to provide the care safely and at the required level of intensity, as determined by a professional assessment; and by informing the member of any limitations so an informed decision can be made regarding service.
- safe practices by Aging With Grace service providers including calling 911 when a member has fallen. Service Providers must call 911 and their supervisor when a member has fallen.
- have help putting together a plan for what to do in case of an emergency or if the service provider cannot work a shift.

Aging With Grace's Help At Home Services shall ensure that:

- all home care is provided in accordance with a plan of care and that a plan of care specifies the services and their frequency and duration.
- Service providers will notify their supervisors about any changes or problems so there can be a prompt and orderly transfer to other organizations or level of care and service.
- complaints are reviewed by the organization and acted upon
- our employees have a safe working environment. Services will be discontinued immediately if unlawful activities by the member or by others in the household are suspected. Verbal abuse, sexual misconduct, and inappropriate language are unacceptable and will result in termination of services.
- video surveillance is encouraged for our Help At Home members. We will provide you with the surveillance system for an additional charge or you may provide your own.

Member Responsibility

Help At Home members have the responsibility to:

- provide information. We ask that you provide our staff with complete and accurate information about your current condition and medications, past health history, and advance directives. While on service, please notify us of any change in your condition or changes in



Aging With Grace Aging In Place

The Health Club For Seniors

743 Allendale Drive., Suite B
Lexington, Kentucky 40503
www.healthclubforseniors.com
(859) 539-2147

your home environment. This includes change of caregiver(s), medication changes, symptoms, equipment needs, or a visit to the physician office, hospital, or emergency room.

- participate in your plan of care and follow instructions. We ask that you take an active role in your home care. We will adapt the plan to meet your needs whenever possible. Please notify us of any concerns you have about following the plan of care so we may explain the consequences of not complying with the plan of care. Members and families are responsible for the outcomes when the plan of care is not followed.
- ask questions. Please ask questions if you do not understand your care, treatment, or service.
- follow policies and procedures. We will review important information about our services with you. You can read the orientation packet to become more familiar with home health services and safety recommendations.
- show respect and consideration for our staff and property. We ask that you provide a safe environment for the delivery of care and services by our home health staff. We reserve the right to discontinue services immediately if our employees do not feel safe.
- call the office a week in advance to reschedule your visit if you are unable to keep the appointment.

We reserve the right to discontinue services after three cancellations without prior notification.

We will charge you for the visit if member does not call in advance to cancel or reschedule (n/a for Medicaid members)

- meet financial commitments, seeing that their bills are paid as promptly as possible.
- share expectations and provide feedback on the services you receive. Advise us if you have any problems or complaints so we may resolve them to your satisfaction.
- their actions if they refuse treatment or do not follow the Aging With Grace team's instructions.

Aging With Grace's Help At Home Services may refer the member to another source of care if the member's refusal to comply with the plan of care threatens to compromise Aging With Grace's commitment to safety and quality care.

I have read and understand the **Member's Rights & Responsibilities**

Signed _____ Dated _____