

Home Health Care Guide

Chapter 2

Patient Rights

Federal law requires that individuals receiving Medicare Certified home health care services be informed of their rights as a patient. Some of these rights include:

- Being fully informed of all of his or her rights and responsibilities by the home health care agency.
- Choosing a Medicare Certified home health care provider.
- Receiving appropriate and professional care in accordance with the physician's orders.
- Receiving a timely response from the company to his/her request for service.
- Being advised of any change in the plan of care, before the change is made.
- Refusing treatment within the confines of the law and to be informed of the consequences of his or her action.
- Having health care providers comply with advance directives in accordance with state law requirements.
- Voicing grievances and suggest changes in service or staff without fear of restraint or discrimination.
- Being advised of the telephone number and hours of operation of the state's home health care hotline.

Filing a Complaint

In the event that a patient becomes dissatisfied with the provider's service, they have the ability to contact the State of Michigan's home health care hotline, which receives questions and/or complaints about local home health care agencies as well as complaints concerning the implementation of advance directive requirements. This hotline is available 24 hours a day, 7 days a week and can be reached by calling **1-800-882-6006**.

Written complaints may be sent to the Michigan Department of Community Health, Bureau of Health Services, Complaint Investigation Unit, P.O. Box 30664, Lansing, MI 48909.

Advance Directives

An advance directive tells the physician what kind of care a patient would like to receive if that patient becomes unable to make medical decisions. A quality advance directive will describe the type of treatment a patient would like to receive depending on their level of sickness. For instance, if a patient becomes permanently unconscious, the advance directives would tell the doctor treatments that the patient would and would not like to receive.