

# **EAH - Home Care Client Rights**

## **Evergreen At Home non-medical clients have the right to:**

1. be treated with respect and dignity.
2. verbalize service needs and participate in planning the service schedule.
3. be informed, in advance, of the cost of services and receive proper notices of changes or increases in fees.
4. know the company's capabilities and limits in providing services.
5. a compatible relationship with the caregiver providing service.
6. personal privacy, the respect of their property and confidentiality.
7. terminate EAH services with proper notice as indicated in the Service Agreement.
8. refuse services or treatments.
9. have personal, financial, and medical information kept confidential.
10. be allowed access to records upon request.
11. be free from financial, physical, emotional and verbal abuse.
12. initiate complaints or voice a grievance with services or staff without fear of discrimination or retaliation.

## **Questions?**

Contact and Evergreen Care Advisor

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