

Evergreen At Home - Home Health Client Rights

EAH - Home Health clients have the right:

1. to be fully informed of all rules and regulations governing client responsibilities.
2. to be fully informed, prior to or at the time of admission, of services available from EAH and of related charges, including any charges for services for which the client or a private insurer may be responsible, coverage available under Medicare and Medicaid, and your rights and obligations under this title.
3. to be informed of all changes in services and charges as they occur; and ASAP no later than 30 days.
4. to be fully informed of one's own health condition, unless medically contraindicated, and to be afforded the opportunity to participate in the planning of the home health services, including referral to health care institutions or other agencies.
5. to refuse treatment to the extent permitted by law and to be informed of the medical consequences of such refusal, and to refuse to participate in experimental research.
6. to confidential treatment of personal and medical records, which may include clinical photography, and to approve or refuse their release to any individual outside of Evergreen and EAH, except in the case of transfer to another health facility, or as required by law or third-party payment contract.
7. to be treated with consideration, respect and full recognition of dignity and individuality, including privacy in treatment, in care for personal needs; and respect of client property.
8. to be taught, and have the family taught, the treatment required, so that the client can, to the extent possible, help himself or herself, and the family or other party designated by the client can understand and help the client.
9. to exercise his or her rights as a client of EAH, the client's family, guardian or legal representative may exercise the client's rights when the client has been judged incompetent by a court of law.
10. to voice complaints regarding treatment or care furnished, or regarding the lack of respect for property by anyone who is furnishing services on behalf of EAH, without fear of discrimination or reprisal for doing so. EAH will investigate all complaints that clients or their family or guardian make regarding their treatment and respect for their rights by anyone furnishing services on behalf of EAH. EAH must document all complaints and their resolution. Clients may also make complaints about their treatment or care, including how EAH implements any Advance Directive that the client makes by calling the State's toll-free Home Health agency Hotline number at 1-800-642-6552, 24 hours a day, 7 days a week, to make complaints or ask questions about State home health agencies.

Questions? Contact:

Shawn Loskot, EAH RN Manager
1112 North Westfield Street
Oshkosh WI 54902
Phone (920) 237-6205
sloskot@EvergreenOshkosh.com