

## **YOUR RIGHTS AND RESPONSIBILITIES AS A GENERATIONS HOME HEALTHCARE CLIENT**

In most contractual relationships mutual understanding of each party's rights and obligations can be important. This is especially important in a relationship of trust, such as that between Generations Home Healthcare LLC ("Generations") and the client, having a full and thorough understanding of expectations is especially important. To help with that we have outlined some of the rights and responsibilities involved in the Generations-client relationship. If you have any questions, please ask; it's important you are entirely comfortable with all your rights and your responsibilities beforehand. If there is ever a time that you think we're not meeting our responsibilities to you, we ask that you advise us immediately.

### **YOUR RIGHTS AS A GENERATIONS HOME HEALTHCARE CLIENT**

"Generations" respects your rights as a client who has entrusted us to assist with your care.

You may exercise any of these rights at any time while under our care, or you may have a family member or guardian exercise these rights on your behalf.

You have the right to...

- be fully informed by Generations of all your rights and responsibilities;
- be treated with dignity and respect;
- have your property treated appropriately and ethically at all times;
- have appropriate input into the assignment of your home health aide;
- voice grievances and suggest changes in service or staff without fear of restraint or discrimination;
- receive services without regard to any discriminatory considerations proscribed by law or regulation, including race, creed, religion or disability;
- an assessment by a registered nurse from which an appropriate plan of care will be designed and implemented;
- be advised of any change in the plan of care, before the change is made;
- receive a timely response from Generations to your request for service;
- be admitted for service only if Generations has the ability to provide safe, professional care at the level of intensity needed;

- have your aide conduct herself/himself in a professional manner at all times, including dress and exhibiting a photo identification reflecting employment by Generations;
- receive reasonable continuity of care;
- receive information necessary to give informed consent prior to the start of any services;
- refuse treatment within the confines of the law and to be informed of the consequences of your action;
- be informed of your rights under state law to formulate advanced directives;
- have health care providers comply with advance directives in accordance with state law requirements;
- be informed within reasonable time of anticipated termination of service or plans for transfer to another agency;
- be fully informed of agency policies and charges for services, including eligibility for third-party reimbursements;
- be referred elsewhere, if you are denied service solely based on your inability to pay;
- a fair hearing for any individual to whom any service has been denied, reduced, or terminated, or who is otherwise aggrieved by Generations' action. The fair hearing procedure shall be set forth by Generations as appropriate to the unique patient situation (i.e., funding source, level of care, diagnosis);
- be informed of what to do in the event of an emergency; and
- be aware that any complaints or concerns may be made directly to Generations' management at 908-769-0800. Any issues will be addressed quickly and diligently. If that does not resolve the issue—or if you do not choose to make your complaint or concern through Generations—you may contact the New Jersey Board of Nursing at 124 Halsey Street, 6<sup>th</sup> Floor, P.O. Box 45010, Newark, NJ 07101 to file a complaint about a nurse or certified home health aide by calling 973-504-6546. If your complaint is against Generations, you may contact the Department of Law and Public Safety, Division of Consumer Affairs at 800-242-5846 or 973-504-6200, P.O. Box 45025, Newark, NJ 07101; e-mail, AskConsumerAffairs@SMTP.LPS.State.NJ.US.

## **YOUR RESPONSIBILITIES AS A GENERATIONS HOME HEALTHCARE CLIENT**

It is your responsibility as a client of Generations to....

- provide thorough and accurate information regarding your medical status and conditions, including allergies, medications, past hospitalizations, etc.;
- participate in the development and revising of your plan of care;
- cooperate with the plan of care, including assisting in maintaining a safe, clean and healthy environment;
- provide Generations with a copy of your Advance Directive, if you have one;
- notify Generations immediately if you revoke or modify your Advance Directive;
- ensure we know specifically which physicians, family members or other representatives should be kept apprised of emergency issues, and/or who may be authorized to act as your agent or representative and to what extent;
- permit access to your home or other place by Generations employees as appropriate, but only if such employee exhibits a photo identification badge with the Generations logo displayed;
- identify a qualified person to provide care in the event a Generations employee is unavailable for any reason;
- keep all valuable items and information in a safe and secure place, and to maintain that as confidential knowledge from all Generations personnel. (If assistance with financial matters and/or bill payment is required you should contact Generations Chief Operating Officer to determine whether referral or other action is most appropriate given the facts and circumstances.)
- ensure that NO gifts, gratuities or other items of even nominal value are given to any Generations employee without the prior specific consent of Generations' Chief Operating Officer;
- inform Generations immediately of any impropriety, disrespectful behavior, failure to report or other action or conduct inconsistent with the professional and respectful demeanor required of all Generations' employees; and
- understand that Generations' certified home health aides may never administer medications to you, but may only remind and encourage you to take any medications at the times and in the manners prescribed.