



CLIENT RIGHTS AND RESPONSIBILITIES

POLICY: Each Client shall be made aware of his/her rights before receiving services

PURPOSE: To ensure that all care recipients/clients are made aware of their rights while receiving our services and to assure those rights are upheld.

PROCEDURE:

1. Cobb's Home Care Specialists will provide each client with a written notice of the client's rights and responsibilities in advance of furnishing care to the client or during the initial evaluation visit before the initiation of services. Cobb's Home Care Specialists shall maintain documentation showing that all clients have been informed of their rights and responsibilities.
2. Clients' rights shall include at a minimum the right to:
 - a. be informed and participate in their plan of care;
 - b. be informed about the Cobb's Home Care ethics policy and what client's should expect from Cobb's employees when receiving care;
 - c. voice grievances about their care and not be subjected to discrimination or reprisal for doing so;
 - d. confidentiality of their records;
 - e. be informed of their liability for payment for services;
 - f. be informed of the process for acceptance and continuance of service and eligibility determination;
 - g. accept or refuse services;
 - h. be informed of the agency's on-call service;
 - i. be informed of supervisory accessibility and availability;
 - j. be advised of the agency's procedures for discharge;
 - k. be free from retribution or retaliation for any reason.
3. Cobb's Home Care Specialists will provide all clients with a telephone number for information, questions or complaints about services provided by the agency. The

continued on page 2



agency will also provide the Division of Health Service Regulation (DHSR) complaints hotline number.

Cobb's Home Care Specialists Executive Director:
Yussef Gilkey (336) 575-2002

DHSR Complaint Hotline: 1-800-624-3004 (within N.C.) or 919-855-4500
Complaint Hotline Hours: 8:30 a.m. - 4:00 p.m. weekdays, except holidays.

In accordance with state regulations, Cobb's Home Care Specialists will investigate, within 72-hours; complaints made to the agency by a client or the client's family, and will document both the existence of the complaint and the resolution of the complaint.