

Patient Rights



Patient's Have the Right To

- Clients have the right to be treated with respect and full recognition of his/her dignity and individuality.
- Receive to care is based upon non-discrimination.
- Voice a grievance or a complaint to VNS Health, the Department of Health, or CHAP without fear of discrimination or reprisal and receive contact information of each entity
- Have their clinical and personal information and records maintained confidential
- Be informed about scope of services they will receive and any specific limitations on those services or any changes to their care
- Be informed before care is initiated about their financial responsibility in a language that the client can understand
- Be informed of names and functions of the staff providing care and receive VNS Health Personal Care contact information
- Participate in the planning of their care, make informed decisions about care
- Be notified in advanced when care is discontinued, or services are decreased
- Be treated with courtesy and respect by anyone providing services on behalf of VNS Health Personal Care
- Be free from mistreatment, neglect, or verbal, mental, sexual, or physical abuse, including injuries of unknown source, and the misappropriation of client property
- Refuse care and treatment after being fully informed of potential consequences
- Have legal representative to exercise client's rights when client is incapable to exercise their rights
- Be referred to alternative level of services or another agency if VNS Health Personal Care is unable to meet client's need
- Be informed and receive written information concerning advance directives



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Examples of How to Expect Patient's Rights



Scenario

While you are waiting for the elevator at your client's apartment building, you run into her neighbor. The neighbor said that she noticed your client's son was coughing yesterday and asked you if he got COVID or just a cold.

How Should You Respond?

Do not talk about your client's or their family member's illness. You can change the topic or say you don't know.



Scenario

Your client told you he can't find his wallet and accused you of stealing it.

How Should You Respond?

Do not argue or confront your client, contact your supervisor to report the situation.



Scenario

While helping your client get dressed you notice her back has new bruises and cuts that were not there yesterday.

How Should You Respond?

Report changes in skin condition to your supervisor right away.