

## PATIENT BILLS OF RIGHTS

We at Aker Kasten Home Health Care Agency  
acknowledge and affirm the right of each patient...:

To be properly notified of his/her rights and responsibilities...

To be treated with dignity and respect at all times and in every situation...

To choose his/her own home health care provider...

to be provided the credentials of both the agency and his/her  
individual care giver(s)...

to be presented with the schedule of services to be offered...

to be fully informed of all agency policies and charges in advance **and** likewise  
notified of any and all changes which might impact his/her treatment...

To receive appropriate professional care responding to his/her physician's orders...

To be cared for in a gentle, dignified, and loving manner without any discrimination based on  
race, color, national origin, cultural expressions, sex, lifestyle, and religious and/or spiritual  
beliefs...**and**...to be protected from any form of abuse, neglect, or exploitation...

To be free from any worry or concern for the security and inviolability of personal property...

To expect absolute confidentiality of all personal and medical information in compliance  
with local and state laws and regulations...

To receive all information necessary

to participate in the formulation of an individual plan of care and education with the home  
health team and family members, when applicable and as desired...

to give informed consent prior to the beginning of treatment or undergoing a procedure...

to refuse treatment within the limits of the law **and** to be informed of the consequences of  
that decision...

To voice grievances and suggest changes in service or staff without fear of reprisal **and** to ex-  
pect that grievance to be promptly investigated and addressed...

To be assured that Aker Kasten Home Health Care Agency remains available and on-call to  
fulfill our commitment to provide uncommon  
*caring with competence and compassion™.*