

## **Client Bill of Rights**

1. You have the right to be fully informed of all your rights and responsibilities as a client of HOMECARE Management Corporation.
2. You have the right to receive a timely response to your request for service.
3. You have the right to be informed of agency policies, charges, and costs for services available and to be informed of the process for acceptance and continuance of service and eligibility determination.
4. You shall be accepted for services only if the agency has the capability, within financial limitations, to provide safe and professional care at the level of intensity needed.
5. You have the right to be fully informed in advance about care and the services available through the agency and of your rights to receive services appropriate to your needs.
6. You have the right to be fully informed in advance of all charges for the care or services that you may receive and to give informed consent to amendments to the provision of care or services.
7. You have the right to accept or refuse services and to participate in determining the care or services that you will receive and in altering the nature of the care as your needs change.
8. You have the right to voice grievances with respect to service that is provided and to expect that there will be no reprisal for any grievances expressed.
9. You have the right to expect that personal information you share with the agency will be respected and held in strict confidence, to be shared only with your written consent.
10. You have the right to be referred elsewhere in the community for comparable service if you are denied service solely because of your inability to pay for services provided by the company.
11. You have the right to expect the preservation of your privacy and respect for your property.
12. You have a right to a copy of this Client Bill of Rights.
13. You have the right to be informed of this agency's on-call service.
14. You have the right to be informed of how and when a supervisor is available.
15. You have the right to be informed of this agency's procedure for discharge.

For Information, to Question or to Complain Call: 1-800-223-2841  
You May Also Call North Carolina's Careline: 1-800-624-3004