

BILL OF RIGHTS AND RESPONSIBILITIES

As a patient with Bristol Home Infusion you have the right to:

- Be fully informed at the time of admission or before the start of treatment of your rights and responsibilities.
- Considerate and respectful care regardless of age, race, color, sex, national origin, or whether or not an Advanced Directive has been executed.
- Be free from verbal, physical and psychological abuse and to be treated with dignity.
- A review of your medical insurance before you begin home infusion therapy. You have the right to review and receive an explanation of your bill, including the expected sources of payment. As with other health care services, you may be responsible for certain charges related to your home infusion therapy. You have the right and responsibility to discuss your need for a special payment plan with members of the company's Reimbursement Department.
- Review your medical records, at any reasonable time, with the permission of your doctor.
- Participate in developing your plan of care and discharge plan; to be informed of all services the agency is to provide; when and how services will be provided, and the name and functions of any person and affiliated agency providing care and services.
- Receive training in the prescribed home therapy. The reason for its use, and any possible side effect related to the use of drugs, supplies and equipment shall be explained. Written instruction, demonstrations and supervision by a registered nurse will be provided, until you are able to repeat the required tasks safely.
- Receive supplies and equipment, delivered at a time that is mutually acceptable to you and the home care company.
- Access the home infusion center staff as needed. Ongoing care includes both direct and indirect care by staff experienced in the therapy you receive. This includes 24-hour access to nursing staff and/or pharmacy staff.
- Privacy including confidential handling of all your medical records and to refuse release of records to any individual outside the agency, except in the case of transfer to another health facility, and as otherwise provided by law or third party payor contract.
- Refuse treatment, to the extent permitted by law, after being fully informed of the results of such a decision.
- Lodge a complaint to the Pharmacist and expect an answer to any complaints or concerns you discuss with the home infusion company within 14 working days of receipt of the complaint without concern of discrimination or reprisal. If after continued discussion you are still not satisfied, the State Home Health Hot Line is available.
- Formulate an Advanced Directive.
- These rights pertain to the legal guardian if the patient is legally incompetent or a minor, according to state law.

State Home Health Hot Line: VA 1-800-955-1819, TN 1-800-541-7367, to receive complaints or answer questions regarding the Home Health Agency. Hours of operation: 8:00 am to 5:00 pm Monday through Friday except holidays.

To report abuse, neglect or exploitation: 24 Hour Hot Line VIRGINIA 1-800-552-7096, OR TENNESSEE 1-423-323-2044