



As a home care client of MGA, you have the right to be informed of your rights and responsibilities before the initiation of care.

1. You and your legal representative (if any), have the right to the following information during the initial evaluation visit, in advance of receiving care from MGA
 - a. Verbal and written communication of your rights and responsibilities in your primary or preferred language and in a manner that is understandable by you, free of charge, with the use of a competent interpreter if necessary; and/or, be informed of the right to access auxiliary aids and how to access these services for individuals with disabilities;
 - b. Written contact information for the MGA administrator, including the administrator's name, business address, and business phone number to receive complaints;
 - c. Written OASIS Privacy notice to all MGA patients for whom the OASIS data is collected; and,
 - d. To be informed of the services MGA offers and MGA ownership and control.
2. At initiation of services and throughout care, the patient has the right to
 - a. Receive appropriate care and expect the MGA Home Healthcare staff to provide safe, professional care without restriction by age, sex/gender, marital status, race, creed, color, national origin, religion, diagnosis or disability;
 - b. Have professional service available 24 hours a day, 7 days a week;
 - c. Have pain managed and addressed as appropriate;
 - d. Have his or her property treated with respect;
 - e. Be free from verbal, mental, sexual, and physical abuse, including injuries of unknown source, neglect and misappropriation of property;
 - f. Make complaints to MGA regarding treatment or care that is (or fails to be) furnished, and the lack of respect for property and/or person by anyone who is furnishing services on behalf of MGA;
 - g. Be advised of the state toll free home health telephone hot line, its contact information, its hours of operation, and that its purpose is to receive complaints or questions about MGA. If the agency is accredited; be advised of the accrediting organization's toll-free line, its contact information, its hours of operation, and that its purpose is to receive complaints or questions about MGA;
 - h. Be free from any discrimination or reprisal for exercising his or her rights or for voicing grievances to MGA or an outside entity; and,
 - i. Have a confidential clinical record. To review, upon written request, your medical record and have access to or release of patient information and clinical records in accordance with regulations and MGA policy.
3. Regarding care and services, the patient has the right to participate in, be informed about, and consent or refuse care in advance of and during treatment, where appropriate, with respect to
 - a. Completion of all assessments and the care to be furnished, based on those assessments;
 - b. Establishing and revising the plan of care; the disciplines that will furnish care; the frequency of visits; and, any changes in the care to be furnished;
 - c. Expected outcomes of care, including patient-identified goals, and anticipated risks and benefits; and, any factors that could impact treatment effectiveness; and
 - d. Receive all services outlined in the plan of care.
4. Regarding payment for services, the patient has the right to be advised of
 - a. The extent to which payment for services to be provided by MGA may be expected from Medicare, Medicaid, or any other federally-funded or federal aid program known to MGA, or third-party payer;
 - b. The charges for services that may not be covered by Medicare, Medicaid, or any other federally-funded or federal aid program known to MGA, or third-party payer;
 - c. The charges the individual may have to pay to MGA before care is initiated; and
 - d. Any changes to payment for MGA services is communicated to the patient and representative (if any), as soon as possible, in advance of the next scheduled home health visit; and,
 - e. In writing, in advance of a specific service being furnished, if MGA believes that the service may be non-covered care; or in advance of MGA reducing or terminating on-going care.



5. Be advised of the names, addresses, and telephone numbers of the following Federally-funded and state-funded entities that serve the area where the patient resides:
 - a. Agency on Aging;
 - b. Center for Independent Living;
 - c. Protection and Advocacy Agency;
 - d. Aging and Disability Resource Center; and
 - e. Quality Improvement Organization.

6. Be advised that MGA complies with Subpart 1 of 42 CFR 489 and receive a copy of MGA written policies and procedures regarding Advanced Directives, including a description of your individual's rights under applicable state law and how such rights are implemented; and,
 - a. Receive advance directive information prior to or at the time of your first home visit, if information is furnished before care is provided.

PATIENT RESPONSIBILITY _

The patient has the responsibility

1. To provide complete and accurate medical history, current medications, and other information pertinent to your health, any changes in your insurance, address, phone numbers, and changes to your advance directive;
2. To inform MGA if you cannot keep your scheduled appointment;
3. To treat the staff with respect and consideration and provide a safe home environment;
4. To participate in your plan of care and inform MGA of any problems; and,
5. To assist MGA with billing and/or payment issues to help with third party payment.

CONTACT INFORMATION _

Questions, complaints or grievances may be registered with MGA by phone, in person or in writing. You have the right to receive an investigation by MGA of complaints made by you (the client) or your family or guardian regarding treatment or care that is (or fails to be) furnished, or regarding the lack of respect for your property by anyone furnishing services on our behalf. We will document both the existence of the complaint and the resolution of the complaint.

complaint@mgahealthcare.com