

Patient Bill of Rights

Patients have the right to be informed of their rights according to the Medicaid Conditions of Participation. Eden Health, LLC protects and promotes the patient's ability to exercise these rights. Eden Health will conscientiously inform all patients of their rights in writing and orally prior to furnishing care to the patient.

EXERCISE OF RIGHTS AND RESPECT FOR PROPERTY AND PERSON

1. The patient has the right to exercise his or her rights as a patient of Eden Health, LLC.
2. The patient's family or guardian may exercise the patient's rights when the patient has been judged incompetent.
3. The patient has the right to have his or her property treated with respect.
4. The patient has the right to voice grievances regarding treatment or care that is (or fails to be) furnished, or regarding the lack of respect for property by anyone who is furnishing services on behalf of Eden Health, LLC and must not be subjected to discrimination or reprisal for doing so.
5. Eden Health must investigate complaints made by a patient, a patient's family or guardian regarding treatment or care that is (or fails to be) furnished, or regarding the lack of respect for the patient's property by anyone furnishing services on behalf of Eden Health, and must document both the existence of the complaint and the resolution of the complaint.

CONFIDENTIALITY OF MEDICAL RECORDS

1. The patient has the right to confidentiality of the clinical records maintained by Eden Health, LLC.
2. Eden Health, LLC must advise the patient of the agency's policies and procedures regarding disclosure of clinical records.

RIGHT TO BE INFORMED AND PARTICIPATE IN PLANNING CARE AND TREATMENT

1. The patient has the right to be informed, in advance, about the care to be furnished, and of any changes in the care to be furnished.
 - a. Eden Health must advise the patient in advance of the disciplines that will furnish care and the frequency of proposed visits.
 - b. Eden Health must advise the patient in advance of any change in the plan of care before the change is made.
2. The patient has the right to participate in the planning of care.
 - a. Eden Health, LLC must advise the patient in advance of the right to participate in planning the care.
 - b. Eden Health, LLC complies with the requirements relating to maintaining written policies and procedures regarding advance directives. Eden Health, LLC must inform and distribute written information to the patient, in advance, concerning its policies on advance directives, including a description of applicable State law. Eden Health, LLC may furnish advanced directives information to a patient at the time of the first home visit, as long as the information is furnished before care is provided.

GRIEVANCE PROCEDURE

The patient has the right to voice grievances and request changes without discrimination, reprisal, or unreasonable interruption of service with Eden Health, LLC. The patient also has the right to make complaints about Eden Health's privacy policies and procedures as stated in our Notice of Privacy Practices. **To voice your grievance please call (636) 493-6027 ask to speak with the Director of Operations or the Administrator.** The patient has the right to be advised of the availability of the toll-free home health agency hotline in Missouri. When Eden Health, LLC accepts the patient for treatment or care, we must advise the patient in writing of the telephone number of the home health hotline established by the State of Missouri, the hours of operation, and that the purpose of the hotline is to receive complaints or questions about local home health agencies. The patient also has the right to use this hotline to lodge complaints concerning the implementation of the advanced directive requirements.

The Missouri State hotline number is (800) 392-0210 and is available Monday thru Friday, 8 a.m. - 5 p.m.

The Bureau of Special Health Care Needs number is (toll-free) 800-451-0669.

The MO HealthNet Division, participant services unit number is 573-751-3425.

PATIENT LIABILITY FOR PAYMENT

1. The patient has the right to be advised, before care is initiated, of the extent to which payment for Eden Health, LLC services may be expected from Medicaid or other sources, and the extent to which payment may be required from the patient.
2. Before the care is initiated, Eden Health, LLC must inform the patient, orally and in writing, of:
 - a. The extent to which payment may be expected from Medicare, Medicaid, or any other federally funded or aided program known to Eden Health, LLC;
 - b. The charges for services that will not be covered by these programs; and
 - c. The charges the individual may have to pay.

NOTE:

Patient signature on the Admission Consent / Checklist signifies that these rights have been explained and reviewed and are acknowledged.