

## **Your rights as a Consumer receiving services from Consumer Direct are:**

### **1. Right to Participate** (this right is the premise of self-directed services)

Consumers have the right to:

- Make decisions about their care
- Refuse care by the provider (provider must inform them of consequences)
- Have an advance directive
- Change their mind about health care services

In response to this right, Consumer Direct

- Involves Consumers to the full extent possible in their care
- Supports the choices Consumers make
- Informs Consumers about other options for services

Consumers have the responsibility to:

- Recruit, interview, hire and train caregivers
- Schedules caregivers when they want them to work (within authorized hours)
- Follow the plan of care
- Ask for more information if anything is not clear or understand

### **2. Right to Respect**

Consumers have the right to:

- Receive care without discrimination because of race, culture, religion, age, gender or physical disability
- Remain free from abuse and neglect
- Be allowed to live life as they wish
- Expect Consumer Direct to be respectful and considerate

In response to this right, Consumer Direct:

- Shows sensitivity to the needs of every consumer
- Honors personal preferences
- Respects consumers decisions about how they want to live
- Advocate for the needs of the consumer

The Consumer has the responsibility to:

- Show respect for caregivers
- Agree to follow Consumer Direct employer policies
- Provide a safe working environment for caregivers

### **3. Right to Information**

Consumers have the right to:

- Receive information about their illness, treatment and prognosis
- Know the identity of care workers
- Know how much services will cost
- Know that the exception to this right is an emergency situation
- Be told how much services cost, even if Medicaid or insurance pays

In response to this right, Consumer Direct:

- Explains all enrollment forms and gives copies of all Consumer signed forms or other agency forms to the Consumer
- Consumers can request to read their file or get a copy of the file's contents
- Assists Consumers with locating another provider if services are not meeting their needs
- Request an interpreter, if needed
- Direct Consumers to their doctor regarding questions about their illness
- Provides resource information, if requested regarding diagnosis and other community services
- Informs the Consumer that services are covered by Medicaid

The Consumer has the responsibility to:

- Inform Consumer Direct if there is a change in health care status
- Notify Consumer Direct of a change in address and phone number

#### **4. Right to Privacy**

Consumers have the right to:

- Expect confidentiality
- Review their record if they want to
- Have something in their record explained if they do not understand
- Expect privacy when being cared for
- Invite family members to participate in providing care if desired

In response to this right, Consumer Direct:

- Keeps all Consumer information confidential
- Trains all employees on HIPAA
- Posts consumers right to review their records in the office
- Reviews records with the consumer if requested

Consumers have the responsibility to:

- Respect the privacy of caregivers
- Share important health information with the caregiver and Consumer Direct

#### **5. Right to File a Complaint or Grievance**

Consumers have the right to:

- Make suggestions or complaints about the services without fear of consequences
- Switch to a different agency if they want to
- Be informed of Consumer Direct's complaint and grievance procedure
- Expect a fair and prompt response to their complaint
- Take the complaint to a higher level if they are not satisfied with the response

In response to this right, Consumer Direct:

- Tells Consumers how to file a complaint at enrollment
- Encourages Consumer to talk about problems before they get big
- Assists the Consumer in switching to a new agency if they want to