



Patient Rights & Responsibilities

At TransitionalCareServices.com our goal is to provide excellent transitional care service to every patient. Our patients have the following rights and responsibilities regardless of race, color, culture, language, ethnicity, religion, sex, sexual orientation, gender identity or expression, socioeconomic status, age, national origin, physical or mental disability, and / or veteran status:

It is your responsibility to:

- Give correct and complete information about your health status, health history and living environment.
- Ask questions if you do not understand information or instructions.
- Inform your caregivers if you do not intend to or cannot follow the treatment plan.
- Accept health consequences that may occur if you decide to refuse treatment or instructions.
- Cooperate with your caregivers.
- Respect the rights and property of others.
- Tell your caregivers of any medications you have at home.
- Report any changes in your health status to your caregivers.

You have the right to:

- Respect and Privacy
- Respect in a caring and safe environment
- Personal privacy and confidentiality of your health information
- Quality Care Standards
- Proper evaluation and transition planning
- Be free from restraints, except when needed to protect you or others from harm.
- Be free from abuse.
- Have access to protective services.
- Have your concerns heard and resolved when possible. If you have concerns about your care, contact your caregivers or a supervisor. If you are not happy with how your concern is resolved, contact Customer Service at (800 395-2065).
- Know the names and roles of those transitioning you.
- Communicate with your caregivers in a language or method you can understand.
- Be informed about your transition status, recommended plan, concerns, risks and benefits.
- Information about the costs of your transitional care service and payment methods.
- Review and receive a copy of your medical record, subject to state law and hospital policy.
- Make any self-direct care decisions
- Be involved with your care through discussions with your caregivers.
- Designate a support person (or persons) of your choosing to be involved in your care when appropriate. You may restrict access of your support person or visitors at any time. TransitionalCareServices.com will not restrict your support person(s) or visitor based upon their race, color, culture, language, ethnicity, religion, sex, sexual orientation, gender identity or expression, socioeconomic status, age, national origin, physical or mental disability, and/or veteran status.
- Direct your care through an Advance Directive. Advance Directives are legal forms which state your choices about the care you want to receive in serious health situations. Advance Directives are also used to name someone to make decisions for you if you cannot speak for yourself.
- Request a discharge plan evaluation. A designated support person (or persons) acting on your behalf can also request a discharge plan evaluation.

I have read and understand my "Rights and Responsibilities

Signature

____/____/_____
Date



TransitionalCareServices.coms Rights & Responsibilities

Your Transitional Care Manager and/or your healthcare professional has the right....

- To ask you questions and know about your home and life-style
- To gather information about your health
- To communicate with your insurance and all managed care providers
- To stop servicing you if he/she feels that there is an ethical or personal conflict between the two of you.

Your Transitional Care Manager has the responsibility

- To provide a safe and smooth transition from a facility to home.
- To discuss the transition process and options available to you.
- To meet with all needed health care providers to acquire the information needed for a smooth transition.
- To coach the Care Recipient on their self-directed care.
- To develop a partnership with you in your quest for wellness under your self-directed care.
- To recognize when his or her knowledge is limited and to seek, the proper professional.