

**Family & Nursing Care Select**  
**Client Bill of Rights and Responsibilities**  
familynursingcare.com



**Statement of Purpose**

Family & Nursing Care Select believes that honoring the rights and responsibilities will foster trust, satisfaction, and exceptional care. If a client is deemed incompetent, their representative or family exercises these rights on their behalf. A copy of this Client Bill of Rights and Responsibilities is provided to clients/clients' representatives at the start of care and is always accessible in the client portal.

**Information**

Clients/client representatives have the right to:

1. Be advised of available services and any limitations.
2. Receive clear information about Agency policies, service charges, and billing procedures, including eligibility for third party reimbursements and responsibilities for services not covered by third-party payers.
3. Receive a copy of the Plan of Care (MD, DC, and NJ).
4. Receive upon request a fully itemized billing statement, including date of service and unit charge.
5. Be promptly notified of acceptance, denial, or changes to services.
6. Be notified within a reasonable time of anticipated service termination or plans for transfer to another health care provider.
7. Be informed of the names and qualifications of assigned Caregivers.
8. The name and telephone number of the assigned Client Services Manager.
9. Contact the Agency 24 hours a day, 7 days a week, at 1-800-588-0517.
10. Know that the Agency is licensed, bonded, and insured.

We are committed to establishing long-term relationships and delivering exceptional private duty home care. However, we realize there may be concerns, complaints, questions or feedback that you may have about our services. We will promptly address any issues and work with you to find the best course of action.

Here is a list of individuals to contact at Family & Nursing Care Select:

Your Client Services Manager (CSM)

Natalie Blickman or Kelly Ann Sharp, Directors of Client Services

Kelly Salb, Vice President of Client Services

Jeff Zukerman, President

Neal Kursban, CEO

You may also voice a confidential complaint without fear of reprisal with:

Maryland

- Office of Health Care Quality, Maryland Department of Health: 800-492-6005
- Adult Protective Services: 800-332-6347

## Washington DC

DC Department of Health Complaint Hotline: 202-442-4779

## Pennsylvania

- PA Department of Health Complaint Hotline: 800-254-5164
- Long Term Care Ombudsman Hotlines (by county):
  - Montgomery: 800-356-3606
  - Bucks: 267-880-5700
  - Chester: 610-344-6350
  - Delaware: 610-872-1868
  - Philadelphia: 215-545-5724
- Office of Equal Opportunity, PA Department of Health, and/or the PA Human Relations Commission (for discrimination complaints)
- PA Department of Health Quality Assurance: 717-783-1078 (to inquire about licensure requirements for home care agencies or compliance information)

## New Jersey

NJ Division of Consumer Affairs, 973-504-6200 or 800-242-5846

## **Quality of Care**

Clients/client representatives have the right to:

1. Receive timely responses to service requests.
2. Receive care and services that are adequate, appropriate, respectful of beliefs and customs, and in compliance with applicable laws.
3. Receive care that reasonably accommodates needs and preferences, unless it compromises Caregiver health and/or safety.
4. Receive RN supervision of assigned Caregivers (MD, DC, and NJ).
5. Access necessary professional services 24 hours a day, 7 days per week.
6. Receive services consistent with the Service Agreement.
7. Receive care from competent Caregivers.

## **Decision Making**

Clients/client representatives have the right to:

1. Request full information concerning services, alternatives available, and licensure and accreditation.
2. Give informed consent for services and participate in service discontinuation planning.
3. Be involved in the service planning process.
4. Refuse all or part of any service and be informed of consequences without fear of reprisal or discrimination.
5. Maintain control over your household and lifestyle.
6. Receive a prompt response to any grievances, suggestions, or complaints.
7. Decline any Caregiver provided by the Agency without fear of retaliation.

## **Dignity, Respect, and Privacy**

Clients have the right to:

1. Be treated with courtesy, dignity, and respect.
2. Have your property treated with respect.
3. Be free from physical, verbal, sexual, and mental abuse, neglect, involuntary seclusion, and exploitation by Agency employees.
4. Privacy and confidentiality.
5. Receive services that do not discriminate on the basis of race, color, religion, sex, marital status, sexual orientation, gender identity, age, national origin, ancestry, disability, handicap, veteran status, or any other characteristic protected by law.

## **Client Responsibilities**

Clients/client representatives have the responsibility to:

1. Provide accurate health and insurance information to Agency staff, including without limitation past illnesses, hospitalizations, allergies, and long-term care insurance, and update the Agency about any changes to the above.
2. Tell Agency staff if you do not understand the level of services provided or when instructions are not understood or cannot be followed.
3. Promptly fulfill financial obligations for services, including payment for services not covered by a third-party payer.
4. Treat all staff providing services with respect and dignity.
5. Provide at least 8 hours' advance notice to the Agency when making service changes or canceling service.
6. Follow Agency policies and procedures.
7. Update Agency staff of changes in your condition (e.g., hospitalizations or emergency room visits, new or worsening symptoms, changes in mobility, new diagnoses, etc.)
8. Inform the Agency of the existence of and changes to your Advance Directive or Power of Attorney.
9. Promptly inform the Agency of any dissatisfaction you may have related to care.
10. Ensure a safe environment for care delivery.