



As a Patient of PharmHealth Infusion, Inc. (PHI), You Have the Right...

1. To be informed of these rights in writing, at the time of admission.
2. To be given a statement of the services available by PHI and the related charges.
3. To participate in the development of the plan of care, the discharge plan, and be informed of all treatments PHI is to provide, when and how services will be provided, and the name and function of any person, and affiliated agency, who will be providing care and service.
4. To accept or refuse treatment, after being fully informed of and understanding the consequences of such actions.
5. To participate in discussions concerning ethical issues related to your care.
6. To be informed before care is initiated, orally and in writing, of the extent to which payment for PHI services may be expected from any third party payors and the extent to which payment may be required from the patient or responsible party. You must also be notified of any changes in this information within (thirty) 30 days of when the change becomes effective.
7. To receive the highest quality and professional healthcare services without regard to your race, creed, color, religion, sex, sexual preference, handicap or age.
8. To have your property treated with respect and consideration by all PHI employees.
9. To express complaints about the care and services provided, and to have PHI investigate such complaints.
10. To voice complaints and recommend changes in policies and services to PHI staff, the New York State Department of Health, or any outside representative of the patient's choice. The expression of such complaints by the patient, or his/her designee, shall be free from interference, coercion, discrimination or reprisal.
11. To be advised of the New York State Home Health Agency Hotline to answer questions and receive complaints about home health care agencies. The telephone number of the hotline is 1-800-628-5972, and the hours of operation are Monday thru Friday, 10:00 a.m. to 4:00 p.m., except New York State holidays.
12. To have privacy, including confidential treatment of records, and to refuse release of records to any individual outside the agency, except in the case of the patient's transfer to another health care facility, or as required by law, or third-party payment contract.
13. To be given reasonable notice regarding the termination of services or the anticipated transfer of your home healthcare to another provider.
14. To have Advanced Directives for Medical Care respected to the extent allowed by law.
15. To have any pain individually assessed and managed.