



## **Client Bill of Rights**

EasyLiving Inc. exists for the purpose of providing high quality care that meets or exceeds accepted standards of care. We believe that each client is worthy of respect and understanding and has certain rights and responsibilities related to the care he/she receives. In accordance with this philosophy, we wish to advise you of the following rights and responsibilities and to assist you in understanding and exercising these rights.

### **As a client of EasyLiving Inc. you have the right to:**

1. Be treated with dignity, courtesy, and respect.
2. Have your property treated with respect.
3. Know the name and title of EasyLiving, Inc. personnel who are providing service and supervision and to expect that they are properly qualified to provide your care.
4. Receive competent, individualized quality services regardless of age, race, color, national origin, religion, sex, disability, being a qualified disabled veteran, being qualified veterans of Vietnam era, or any other category protected by law, or decisions regarding advance directives.
5. Make informed decisions about your care, to receive information to help you make such decisions and to participate in developing, planning and changing your care plan.
6. Be informed prior to the initiation of care you will receive, including the disciplines delivering the care and frequency of the service.
7. Refuse all or part of the care from EasyLiving, Inc. personnel, to be told the consequences of that decision,
8. Be informed of the nature, purpose, and frequency of service or procedures and what discipline will be performing the care.
9. Expect reasonable continuity of care, timely delivery of service, and to have your preferences considered in planning and delivering care.
10. Receive information regarding community resources and to be informed regarding any financial relationships between EasyLiving, Inc. and other providers to which you are referred.
11. Expect EasyLiving, Inc. personnel to coordinate care through regular communications with your caregivers, and other providers.
12. Receive timely notice of impending discharge or transfer to another organization or to a different level of intensity of care, and to be advised of the consequences and alternatives to such transfers.
13. Expect confidentiality of all records and access to your records on request. Information will not be released to anyone involved in your care without your written consent unless required by law.
14. Have a legal representative exercise these rights on your behalf if you are unable to do so yourself.
15. Participate in considerations of ethical issues that arise in your care.
16. The right to be advised of your plan of care, to participate in its development, and to receive a

copy of your plan of care if you request.

## **As a client of EasyLiving Inc. you have a responsibility to:**

1. Provide accurate and complete information to EasyLiving, Inc. regarding medical history and current conditions and to promptly inform the EasyLiving, Inc. of changes in this information.
2. Agree to accept all caregivers regardless of age, race, color, national origin, religion, sex, disability, being a qualified veteran, or any other category protected by law.
3. Select a physician; remain under medical supervision, and to notify EasyLiving, Inc. of changes in physician, medication, treatment or symptoms.
4. Maintain an adequate and safe environment for home care.
5. Protect valuables by storing them carefully in an appropriate manner.
6. Participate in planning, evaluating, and revising my care plans to the degree that I am able to do so.
7. Adhere to the plan of care.
8. Arrange for supplies, equipment, medications, and other services that EasyLiving, Inc. cannot provide which are necessary for provision of care and safety.
9. Treat agency staff with respect, courtesy, and consideration.
10. Pay for services as agreed in my contract.
11. Accept the consequences for any refusal of care or choice of noncompliance.

### Health Care Advance Directives

Every competent adult has the right to make decisions concerning his or her own health, including the right to choose or refuse medical treatment.

When a person becomes unable to make decisions due to a physical or mental change, such as being in a coma or developing dementia (like Alzheimer's disease), they are considered incapacitated. Only your primary physician can determine if you are incapacitated. To make sure that an incapacitated person's decisions about health care will still be respected, the Florida legislature enacted legislation pertaining to health care advance directives (Chapter 765, Florida Statutes). The law recognizes the right of a competent adult to make an advance directive instructing his or her physician to provide, withhold, or withdraw life-prolonging procedures; to designate another individual to make treatment decisions if the person becomes unable to make his or her own decisions; and/or to indicate the desire to make an anatomical donation after death. Additionally, the law states that you do not have to be incapacitated to elect a health care surrogate to make your decisions.

By law hospitals, nursing homes, home health agencies, hospices, and health maintenance organizations (HMOs) are required to provide their patients with written information, such as this pamphlet, concerning health care advance directives. The state rules that require this include 58A-2.0232, 59A-3.254, 59A-4.106, 59A-8.0245, and 59A-12.013, Florida Administrative Code.

<http://www.floridahealthfinder.gov/reports-guides/advance-directives.aspx>