**A logo for a home care company

Description automatically generated**

**New Jersey and Connecticut**

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**CLIENT BILL OF RIGHTS**

Federal and state law requires that all individuals receiving home care services be informed of their rights as a patient. Following is a model patient bill of rights the National Association for Home Care (NAHC) has developed, based on the patient rights currently enforced by law.

**Home care patients have the RIGHT to:**

* be fully informed of all his or her rights and responsibilities by the home care agency;
* choose care providers;
* to receive professional care without regard to race, sex, color, national origin, ancestry, religious creed, handicap, or age?
* appropriate and professional care in accordance with physician orders;
* receive a timely response from the agency to his or her request for service;
* be admitted for service only if the agency has the ability to provide safe, professional care at the level of intensity needed;
* receive reasonable continuity of care;
* receive information necessary to give informed consent prior to the start of any treatment or procedure;
* be advised of any change in the plan of care, before the change is made;
* refuse treatment within the confines of the law and to be informed of the consequences of his or her action;
* be informed of his or her rights under state law to formulate advanced directives;
* have health care providers comply with advance directives in accordance with state law requirements;
* be informed within reasonable time of anticipated termination of service or plans for transfer to another agency;
* be fully informed of agency policies and charges for services, including eligibility for third-party reimbursements;
* be referred elsewhere, if denied service solely on his or her inability to pay;
* voice grievances and suggest changes in service or staff without fear of restraint or discrimination;
* be informed of what to do in the event of an emergency.
* NEW JERSEY RESODENTS, PLEASE SEE ATTACHED:

**Consumer’s Guide to Homemaker – Home Health Aide Services**

New Jersey Office of the Attorney General

Division of Consumer Affairs

New Jersey Board of Nursing

[www.njconsumeraffairs.gov/hhh/Pages/default.aspx](http://www.njconsumeraffairs.gov/hhh/Pages/default.aspx)

Client Name (Print) Witness Signature

Client Signature