

## **What you can expect with Home Health Care Specialists:**

- Receive considerate and respectful care in the home at all times, and have property treated with respect.
- Participate in the development of the plan of care, and receive an explanation of any services proposed, changes in service, and alternative services that may be available.
- Receive complete written information on the plan of care, including the name of the home health aide and the supervisor responsible for the services and the agency phone number.
- Privacy and confidentiality about one's health, social and financial circumstances and about what takes place in the home.
- Know that all communications and records will be treated confidentially and that no information will be given out without a written release from the client or family.
- Expect that all home care personnel, within the limits set by the plan of care, will respond in good faith to the client's requests for assistance in the home.
- Receive information on the agency's policies and procedures including information on charges, qualifications and supervision of personnel, hours of operation, and discontinuation of service; request a change of caregiver.
- Participate in the plan for discontinuation of service.
- Know the agency maintains liability insurance coverage; and be given in writing the name and telephone number of a contact person for 24 hour access to the agency.

### **Clients have the responsibility to:**

- Notify the agency of changes in their condition or care situation (hospitalization, symptoms, etc.).
- Follow the plan of care.
- Notify the agency if the visit schedule needs to be changed.
- Keep appointments and notify the agency if unable to do so.
- Advise the agency of any problems or dissatisfaction with the service.
- Provide a safe environment for care to be provided.
- Carry out mutually agreed responsibilities.

### **Complaint Procedure:**

Complaints may be submitted, in writing, to the:

Department of Health and Human Services, Office of Legal and Regulatory Services

Health Facilities Administration 129 Pleasant Street Concord, NH 03301 or by calling 1-800-852-3345

Questions/Comments/Concerns?

We are only a call or email away!  
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