

MICHIGAN HOME HEALTH ASSOCIATION  
PHILOSOPHY OF PATIENT CARE

**Preamble**

"It is our belief that patients should be fully informed of the home care agency's philosophy of patient care and of the mutual undertakings of each towards the other."

**Home Health Agency personnel will recognize patients' need:**

To be treated with dignity, courtesy, and respect.

For reasonable coordination and continuity of care from referring agency to home care agency.

To accept or decline home health service(s) at any time; however, patients should be informed of the health consequences of this action.

To accept or decline participation in research, experimentation, or educational training without punitive action being taken against them.

To be informed of agency policies, services, and charges for services, including eligibility standards for third-party reimbursement and an explanation of all forms they are requested to sign.

To receive home health services regardless of race, religion, color, national origin, sexual preference, sex, status, age, handicap, or source of payment.

To be informed about names, titles, and qualifications of personnel providing their health care.

To be informed of proposed treatments and be provided a response to questions unless medically contraindicated.

For participation in decisions concerning their home health care to achieve maximum independence.

For privacy during interview, examination, and treatment; and to refuse observation by those not directly involved in their care.

For confidentiality of all records (except as otherwise required by law or third-party payor contracts) and all communications, written or oral, between patients and health care providers.

For access to all health records pertaining to them, and opportunity to question portions of any record and to have the record corrected if appropriate, and the right to transfer information to any third-party from all such records in the case of continuing care, unless medically contraindicated.

To express dissatisfaction and suggest changes in any service without fear of restraint or discrimination.

For information as is available about community resources which are best suited to his/her care needs.