

Patient Bill of Rights & Responsibilities

Last Updated: April 12th, 2024

The Patient Bill of Rights and Responsibilities is meant to serve as a list of mutual agreements that we can expect from each other as a standard of conduct. Our guarantees to you include keeping you informed throughout the process, treating you fairly and respectfully, and protecting your personal health information. In return, we expect that you will submit any required forms, provide accurate information, and maintain any equipment or supplies we send you. The complete list of Rights and Responsibilities is outlined below.

We believe that all patients receiving services from Tomorrow Health should be informed of their rights. Therefore, you are entitled to:

- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of service.
- Be informed of your financial responsibilities in advance of service being provided. Medicare beneficiaries will be informed if assignment is not accepted.
- Receive information about the scope of services that the organization will provide and specific limitations on those services.
- Participate in the development and periodic revision of the plan of service.
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
- Be informed of patient rights under state law to formulate an Advanced Directive, if applicable.
- Have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality.
- Be able to identify visiting personnel members through proper identification.
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property.
- Voice grievances/complaints regarding treatment or care, lack of respect of property or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.

- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
- Confidentiality and privacy of all information contained in the patient record and of Protected Health Information.
- Be advised on agency's policies and procedures regarding the disclosure of clinical records.
- Choose a health care provider, including choosing an attending physician, if applicable.
- Receive appropriate care without discrimination in accordance with physician orders, if applicable.
- Be informed of any financial benefits when referred to an organization.
- Be fully informed of one's responsibilities.

Patient Responsibilities

- Patient submits forms that are necessary to receive services.
- Patient provides accurate medical and contact information and any changes.
- Patient notifies the treating provider of participation in the services provided by the company.
- Patient notifies the company of any concerns about the care or services provided.
- Patient maintains any equipment provided.

When you (the patient) are unable to make medical or other decisions, we will consult your family for direction.