



Client Rights

Thank you for choosing Healing Hands Personal Services (HHPSA) as your personal services agency. Healing Hands Personal Services is required by law to provide you with the following information.

We are a personal services agency. A personal services agency provides non-medical services to its clients. As a personal services agency, it is not within the scope of our license to manage your medical and health condition if your condition becomes unstable or unpredictable. If our employees notice that your condition appears to be unpredictable or unstable, we will notify you, your personal representative, your family or other persons you instruct us to notify. If you request we not notify any of your family or if you do not have family to notify, we will request you provide us someone else to notify.

WE CANNOT PROVIDE MEDICAL CARE. IN THE EVENT OF AN EMERGENCY, YOU SHOULD CONTACT 911 IMMEDIATELY. IN THE EVENT OF A NON-EMERGENCY MEDICAL SITUATION, A NON-LIFE-THREATENING MEDICAL SITUATION OR ANY OTHER NON-EMERGENCY SITUATION RELATED TO YOUR HEALTH, YOU SHOULD CONTACT YOUR PHYSICIAN. DO NOT CONTACT HEALING HANDS PERSONAL SERVICES AGENCY REGARDING YOUR MEDICAL NEEDS.

As a client or personal representative of the client of Healing Hands Personal Services, you have the right to:

- 1) Be treated with dignity and respect without regard to age, race, sex, gender, color, religion, disability, or national origin, within our scope of service capability.
- 2) Be free from verbal, physical, and psychological abuse.
- 3) Have personal property treated with respect.
- 4) Temporarily suspend, permanently terminate, temporarily add, or permanently add services to your service plan.
- 5) Refuse services and be informed of the potential consequences of such action.
- 6) Be provided with coordinated care, including initial and on-going participation in the development of the Plan of Care/Service Plan, any responsibilities the participant may have in the care process, and be advised of any change in the plan of care before the change is made.
- 7) Be notified of any increase in the cost of services via email or letter no less than 14 calendar days prior to increase.
 - a) Medicaid Liability/Spenddown is exempt from this statement as agency has no control over an individuals' liability/spenddown amount.
 - b) All private pay rates are required to at least match Medicaid reimbursement for similar service
- 8) Request a written list of the names and addresses of all persons having at least a five percent (5%) ownership or controlling interest in the Healing Hands Personal Services office.
- 9) Access to and confidential management of your client record and Protected Health Information in compliance with State law and HIPAA Regulations.
- 10) Submit complaints or grievances regarding services furnished or regarding the lack of respect for property without fear of retaliation, reprisal or discrimination.
 - a) To file a complaint with Healing Hands Personal Services office, please call 765-400-9701 or 317-788-0777 to speak with the Executive Director or a management designee.
 - b) The agency will document the complaint and follow the Complaint/Concert Investigation Policy (written policy is available upon request to management).
 - i) All complaints/concerns will be documented and maintained confidentiality.

- c) To file a complaint with Indiana Department of Health, call toll free 1-800-246-8909. Business hours of the State are 8:15am to 4:45pm. Or you may mail a written complaint to:

IN Department of Health, Division of Home and Community Based Care
2 N Meridian St., 4B Indpls, IN 46204

Additional information:

- 1) Healing Hands Personal Services office is open for business Monday through Friday, 9am-4pm. After normal hours and legal holidays, you may reach an oncall individual who will assist you at that time or escalate to management as needed for resolution.
 - a) You may reach an answering service that will transfer/relay all calls concerning clients to the on-call employee for resolution.
- 2) It is not within the scope of the Healing Hands Personal Services Agency personal services agency's license to manage your medical and health conditions if your condition becomes unstable or unpredictable.
- 3) The Indiana Department of Health does not inspect personal service agencies as part of the licensing process, but does investigate complaints concerning personal service agencies.

Note: Please be aware that Healing Hands Personal Services employees have a right to be treated with dignity and respect by the client and the client's representative and/or family members present in the location where care is given. Sexual harassment, verbal or physical harassment, interference with care, or the creation or persistence of any unsafe conditions by the client's representative or by client family or any visitors is reason for immediate termination of care by Healing Hands Personal Services.