



SANDCASTLE

HEMOCARE

Summary of Client's Bill of Rights and Responsibilities

A health care client has the right to be informed of their rights and responsibilities before the initiation of care/services. You may request a copy of the full text of the Florida laws regarding Home Health Agencies and the care they deliver from Sandcastle. If a client has been judged incompetent, the client's family or guardian may exercise these rights as described below. A summary of your rights and responsibilities follows:

- A client has the right to be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.
- A client has the right to a prompt and reasonable response to questions and requests.
- A client has the right to know who is providing care services and who is responsible for his or her care.
- A client has the right to know what client support services are available, including whether an interpreter is available if he or she does not speak English.
- A client has the right to be given by Sandcastle information concerning diagnosis, planned course of care, and prognosis.
- A client has the right to refuse any treatment, except as otherwise provided by law.
- A client has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.
- A client has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for home care.
- A client has the right to receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.
- A client has the right to impartial access to in-home care, regardless of age, race, national origin, religion, physical handicap, or source of payment.
- A client has the right to voice complaints/grievances about care that is (or fails to be) provided, or regarding lack of respect for property without reprisal or discrimination for it and be informed of the procedure to voice complaints/grievances with the caregiver and/or the home care organization.
 - To report abuse, neglect or exploitation, please call the Department of Children and Families Abuse Hotline at toll-free 1-800-962-2873
 - To report a complaint regarding services you received, please call the Agency for Health Care Administration Hotline at toll-free 1-888-419-3456



- A client has the right to express grievances regarding any violation of his or her rights, as stated in Florida law, through the grievance procedure of Sandcastle’s which served him or her and to the appropriate state licensing agency.
- A client is responsible for providing Sandcastle, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health.
- A client is responsible for reporting unexpected changes in his or her condition to Sandcastle.
- A client is responsible for reporting to Sandcastle whether he or she comprehends a contemplated course of action and what is expected of him or her.
- A client is responsible for following the Plan of Care recommended by Sandcastle’s designated Case Manager.
- A client is responsible for keeping appointments and, when he or she is unable to do so for any reason, for notifying Sandcastle.
- A client is responsible for his or her actions if he or she refuses care or does not follow Sandcastle’s instructions.
- A client is responsible for assuring that the financial obligations of his or her care are fulfilled as promptly as possible.

By signing below, I acknowledge that I have read and understand the Client Bill of Rights that was provided to me by Sandcastle Homecare on behalf of the State of Florida, and all of my questions have been answered to my satisfaction in a language that I can understand.

Client

Date

Sandcastle Care Manager

Date

