

MINNESOTA HOME CARE BILL OF RIGHTS FOR CLIENTS OF LICENSED HOME CARE PROVIDERS

PROCEDURE

- I. Prior to initiation of services to the client, EON, Inc. will provide the client or client's representative a written notice of the *Home Care Bill of Rights* under [Sec. 144A.44 MN Statutes](#).
 - A. You may choose to discuss any concerns with EON, Inc.. As a reminder, providers are required to work to assure your rights and other requirements are followed. When providers violate the rights in this section, they are subject to the fines and license actions.
 - B. EON, Inc. will do the following:
 1. Encourage and assist in the fullest possible exercise of these rights.
 2. Provide the names and telephone numbers of individuals and organizations that provide advocacy and legal services for clients and residents seeking to assert their rights.
 3. Make every effort to assist clients or residents in obtaining information regarding whether Medicare, medical assistance, other health programs, or public programs will pay for services
 4. Make reasonable accommodations for people who have communication disabilities, or those who speak a language other than English.
 5. Provide all information and notices in plain language and in terms the client or resident can understand.
 6. Maintain a copy obtain written acknowledgment of the client's receipt of the *Home Care Bill of Rights* or will document why an acknowledgment cannot be obtained.
 - C. EON, Inc will not require or request a client to waive any of the rights listed in this section at any time or for any reasons, including as a condition of initiating services.

II. INTERPRETATION AND ENFORCEMENT OF RIGHTS

- A. These rights are established for the benefit of clients who receive home care services. All home care providers must comply with these rights. The commissioner shall enforce this. A home care provider may not request or require a client to surrender any of these rights as a condition of receiving services. This statement of rights does not replace or diminish other rights and liberties that may exist relative to clients receiving home care services, persons providing home care services, or licensed home care providers.

III. Statement of Rights

- A. A client who receives home care services has these rights:
1. Receive written information about rights before receiving services, including what to do if rights are violated.
 2. Receive care and services according to a suitable and up-to-date plan, and subject to accepted health care, medical or nursing standards, to take an active part in developing, modifying, and evaluating the plan and services.
 3. Be told before receiving services the type and disciplines of staff who will be providing the services, the frequency of visits proposed to be furnished, other choices that are available for addressing home care needs, and the potential consequences of refusing these services.
 4. Be told in advance of any recommended changes by the provider in the service plan and to take an active part in any decisions about changes to the service plan.
 5. Refuse services or treatment.
 6. Know, before receiving services or during the initial visit, any limits to the services available from a home care provider.
 7. Be told before services are initiated what the provider charges for the services; to what extent payment may be expected from health insurance, public programs, or other sources, if known; and what charges the client may be responsible for paying.
 8. Know that there may be other services available in the community, including other home care services and providers, and to know where to find information about these services.
 9. Choose freely among available providers and to change providers after services have begun, within the limits of health insurance, long-term care insurance, medical assistance, or other health programs or public programs.
 10. Have personal, financial, and medical information kept private, and to be advised of the provider's policies and procedures regarding disclosure of such information.
 11. Access the client's own records and written information from those records in accordance with Minnesota Health Records Act, Minnesota Statute, Sections 144.291 to 144.298.
 12. Be served by people who are properly trained and competent to perform their duties.
 13. Be treated with courtesy and respect, and to have the client's property treated with respect.
 14. Be free from physical and verbal abuse, neglect, financial exploitation, and all forms of maltreatment covered under the Vulnerable Adults Act and the Maltreatment of Minors Act.
 15. Reasonable, advance notice of changes in services or charges.

16. Know the provider's reason for termination of services.
17. At least ten days' advance notice of the termination of a service by a provider, except in cases where:
 - a. The client engages in conduct that significantly alters the terms of the service plan with the home care provider;
 - b. The client, person who lives with the client, or others create an abusive or unsafe work environment for the person providing home care services; or
 - c. An emergency or a significant change in the client's condition has resulted in service needs that exceed the current service plan and that cannot be safely met by the home care provider.
18. Coordinated transfer when there will be a change in the provider of services.
19. Complain about services that are provided, or fail to be provided, and the lack of courtesy or respect to the client or the client's property, and the right to recommend changes in policies and services, free from retaliation, including the threat of termination of services.
20. Know how to contact an individual associated with the home care provider who is responsible for handling problems and to have the home care provider investigate and attempt to resolve the grievance or complaint.
21. Know the name and address of the state or county agency to contact for additional information or assistance.
22. Assert these rights personally or have them asserted by the client's representative or by anyone on behalf of the client, without retaliation.
23. Place an electronic monitoring device in the client's or resident's space in compliance with state requirements.

Licensee Name: EON, Inc.

Phone: (507) 233-3030 **Email:** info@theon.com

Address: 1200 South Broadway, New Ulm, MN 56073

Name/Title of Person to Whom Problems or Complaints/Grievances May be directed as of 2022:

1. Chelsey Busse, Community Services Director/LALD
2. Tyler Berg, President & CEO

IF YOU HAVE A COMPLAINT ABOUT THE PROVIDER OR PERSON PROVIDING YOUR HOME CARE SERVICES, YOU MAY CALL, WRITE, OR VISIT THE OFFICE OF HEALTH FACILITY COMPLAINTS, MINNESOTA DEPARTMENT OF HEALTH. YOU MAY ALSO CONTACT THE OFFICE OF OMBUDSMAN FOR LONG-TERM CARE OR THE OFFICE OF OMBUDSMAN FOR MENTAL HEALTH AND DEVELOPMENTAL DISABILITIES.

Report suspected abuse, neglect, or financial exploitation of a vulnerable adult:

MINNESOTA ADULT ABUSE REPORTING CENTER (MAARC)

Phone: 1-844-880-1574

For more information: Vulnerable adult protection and elder abuse (<https://mn.gov/dhs/adult-protection/>)

For all other complaints that are not suspected abuse, neglect, or financial exploitation of a vulnerable adult, please contact the Office of Health Facility Complaints at the Minnesota Department of Health:

MINNESOTA DEPARTMENT OF HEALTH OFFICE OF HEALTH FACILITY COMPLAINTS

PO Box 64970

St. Paul, Minnesota 55164-0970

Phone: 651-201-4201 or 1-800-369-7994

Fax: 651-281-9796

health.ohfc-complaints@state.mn.us

Office of Health Facility Complaints

(<https://www.health.state.mn.us/facilities/regulation/ohfc/index.html>)

To request advocacy services, please contact the Office of Ombudsman for Long-Term Care or the Office of Ombudsman for Mental Health and Developmental Disabilities:

OFFICE OF OMBUDSMAN FOR LONG-TERM CARE

PO Box 64971

St. Paul, MN 55164-0971

1-800-657-3591 or 651-431-2555

MBA.OOLTC@state.mn.us

Ombudsman for Long-Term Care

(<http://www.mnaging.org/Advocate/OLTC.aspx>)

OFFICE OF OMBUDSMAN FOR MENTAL HEALTH AND DEVELOPMENTAL DISABILITIES

121 7th Place East Metro Square Building

St. Paul, MN 55101-2117

1-800-657-3506 or 651-757-1800

Ombudsman.mhdd@state.mn.us

Office of Ombudsman for Mental Health and Developmental Disabilities <https://mn.gov/omhdd/>

MID-MINNESOTA LEGAL AID/MINNESOTA DISABILITY LAW CENTER

(Protection and Advocacy Systems)
430 First Avenue North, Suite 300
Minneapolis, MN 55401-1780 1-800-292-4150
mdlc@mylegalaid.org
Legal Aid (<http://mylegalaid.org>)

MINNESOTA DEPARTMENT OF HUMAN SERVICES

(Medicaid Fraud and Abuse-payment issues)
Surveillance and Integrity Review Services
PO Box 64982
St Paul, MN 55164-0982
1-800-657-3750 or 651-431-2650
DHS.SIRS@state.mn.us

SENIOR LINKAGE LINE

(Aging and Disability Resource Center/Agency on Aging)
Minnesota Board on Aging
PO Box 64976
St. Paul, MN 55155 1-800-333-2433
senior.linkage@state.mn.us
Senior LinkAge Line www.SeniorLinkageLine.com

For general inquiries, please contact:

Minnesota Department of Health
Health Regulation Division
85 E. 7th Place PO Box 64970
St. Paul, MN 55164-0970 651-201-4101
health.fpc-web@health.state.mn.us
Minnesota Department of Health www.health.state.mn.us

Client/Legal Representative's signature

Date