



Premier Kids Care, Inc.

Quality Care . . . Because We Care

221 Plaza Drive
Monroe, GA 30655
Phone: 888-892-9001
Fax: 866-810-4021

Patient Rights and Responsibilities

As a patient, member of a patient's family, or significant other you have the right to:

1. Choose an alternative organization of service, and to be informed of the relationship between this organization and any other organization or service to which you are referred to by this agency.
2. Receive services regardless of race, religion, color, national origin, age, sex, sexual preference, handicap or marital status.
3. Be informed of the nature of services, estimated cost of eligibility, third party reimbursement, and to receive an explanation of all policies pertaining to patient care and forms that require signature.
4. Receive clear and understandable information regarding you/your child's diagnosis, prognosis, treatments, safety and emergency measures, and any responsibilities you will have in your/their care.
5. Participate in and make decisions regarding care, including the development, evaluation, and revision of the plan of care.
6. Have the ability to properly identify visiting staff members during training sessions.
7. Refuse treatment within the confines of the laws, and to be informed of the consequences of your actions.
8. Have confidentiality maintained regarding all information concerning your caregiver and services rendered.
9. Receive services from the home care company of your choice.
10. Privacy, security, and respect of person or property.
11. Request copies of any Private Health Information per Premier guidelines.
12. Be informed within a reasonable time of anticipated termination of services or plans to transfer to another home care or pharmacy provider.
13. Voice grievances without fear of discrimination or retaliation, and to have a timely response and/or investigation of any complaints. Please contact Dawn Gwaltney via phone at 770-207-9001 or 1-888-892-9001 or in writing at: Premier Kids Care, Inc., 221 Plaza Drive, Monroe, GA 30655.

Patient/Family Responsibilities

This agreement includes a list of family/patient commitments designed to support Premier Kids Care as we implement our high quality care program for you / your child. Your signature on the attached Statement of Agreement indicates that you have read this information and will fulfill the stated responsibilities.

1. To give accurate medical information, to the best of your understanding, to Premier Kids Care.
2. To keep Premier Kids Care aware of any changes in your/your child's condition.
3. To comply with the treatment plan as ordered by your/your child's physician.
4. To provide a safe and healthy environment for you/your child.
5. To inform Premier Kids Care of any problems you/your child should have regarding services provided by Premier Kids Care.
6. To assume the responsibility to insure that financial obligations for the services rendered are met.
7. To provide information necessary for the processing of bills and accepting responsibility for payable amounts due that are not covered by Medicare, Medicaid or other third party insurance plans.
8. **To notify Premier Kids Care of any insurance or Medicaid changes.**
9. To designate an alternative responsible party to care for you/your child's needs in your absence.
10. To administer or supervise the administration of you/your child's medication as ordered by you/your child's physician.
11. To assume responsibility for any outcomes as a result of not following the care, treatment and service plan as outlined by the physician.
12. To be considerate of the staff and property of Premier Kids Care and to expect the same in return from Premier Kids Care employees.
13. To follow the rules and regulations as set forth by Premier Kids Care.