

## IN-HOME HEALTH CARE FACT SHEET

### You have the right to:

- Receive assistance in understanding your rights.
- Ask questions and receive responses.
- Choose your own doctors within your managed care organization (MCO) network.
- Fully participate in all treatment decisions and the planning of your care.
- Receive treatment options in a language you understand.
- Information on the cost of services and expected payment schedule prior to service delivery.
- Speak with all health care providers in private, and to have all personal medical and financial information kept confidential.
- Receive information on advance directives as well as assistance in preparing one.
- Receive dignified and respectful treatment at all times.
- Be free from harm. This includes physical, sexual, verbal, mental abuse, as well as neglect and exploitation (including if someone steals your money or Social Security check).
- Treatment and services to help you live at home and support your independence.
- Appeal a Medicare or Medicaid decision and receive information on the process.
- Voice your complaints about the services or treatment you receive; verbally or in writing, without fear of retaliation.
- Protect yourself from discrimination or mistreatment based on your race, color, religion, sex, sexual orientation, gender identify, national origin, ethnicity, age, marital status, etc.
- Participate in experimental research, but only with your voluntary and written consent.
- Be free from involuntary confinement and from physical or chemical restraints.

### When an agency provides you with services, you have the specific right to:

- A copy of your rights before an agency provides you with care.
- Receive notice before any change to your plan of care is made, or before the agency terminates your service(s).
- Receive information about the care and services to be furnished and to participate in the planning.
- Refuse services, treatments, or medications.
- Expect care from properly trained staff members that have the education, experience, and proper licensure or certification.
- Care without discrimination.
- Receive respect for your personal property from your home care provider and to have the opportunity to request an investigation if there is theft or loss of property.
- Identify and authorize a representative to exercise your rights as a home care consumer.



Nevada Disability Advocacy & Law Center (NDALC) is a statewide, private, non-profit organization that serves as Nevada's federally mandated protection and advocacy system for human, legal and service rights for individuals with disabilities. For more information, contact NDALC at one of the following offices, or visit our website at [www.NDALC.org](http://www.NDALC.org)

**Southern Nevada**  
2820 W. Charleston Blvd., Ste. B-11  
Las Vegas, NV 89102  
Voice: 702-257-8150 or 888-349-3843  
TTY – 711

**Northern Nevada**  
1875 Plumas Street, Ste., 1  
Reno, NV 89509  
Voice: 775-333-7878 or 800-992-5715  
TTY – 711

**Rural Nevada (Elko Area)**  
905 Railroad Street, Ste., 104B  
Elko, NV 89801  
Voice: 775-777-1590 or 800-992-5715  
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