

Client Rights, Responsibilities, and Complaints Policy

**CLIENT RIGHTS:**

In accepting Independent Life at Home (ILAH) services from THA group, the client maintains the following RIGHTS:

1. Right to be informed about the plan of service and to participate in the planning;
2. Right to be promptly and fully informed of any changes in the plan of service;
3. Right to accept or refuse services;
4. Right to be fully informed of the charges for services;
5. Right to be informed of the name, business telephone number and business address of the person supervising the services and how to contact that person;
6. Right to be informed of the complaint procedures and the right to submit complaints without fear of discrimination or retaliation and to have them investigated by the provider within a reasonable amount of time. The complaint procedure provided shall include the name, business address and telephone number of the person designated by the provider to handle complaints and questions;
7. Right of confidentiality of client record;
8. Right to have property and residence treated with respect;
9. Right to receive written notice of the address and telephone number of the state licensing authority, i.e. the department, which further explains that the department is charged with the responsibility of licensing the provider and investigating client complaints which appear to violate licensing regulations.
10. Right to obtain a copy of the provider’s most recent completed report of licensure inspection from the provider upon written request. The provider is not required to release the report of licensure inspection until the provider has had an opportunity to file a written plan of correction for the violations, if any, identified. The facility may charge the client reasonable photocopying charges.
11. Right to be advised that the client and the responsible party, if applicable, must advise the provider of any changes in the client’s condition or any events that affect the client’s service needs.

**CLIENT RESPONSIBILITIES:**

In accepting Independent Life at Home (ILAH) services from THA group, the client/responsible party has the responsibility to:

* notify service provider(s) of any change in care.
* treat provider staff in a courteous and respectful manner, as well as cooperate and respect the rights of the caregivers providing direct care.
* be as accurate as possible when providing information on health history and personal care needs.
* participate actively in decision-making regarding individual health care and service care plan.
* comply with agreed upon care plans.
* notify the client’s physician, service provider(s), and/or caregiver of any change in one’s conditions.
* be available to service provider staff at times services are scheduled to be rendered.
* pay any cost liability, if applicable.

**Complaints:**

THA Group, Independent Life At Home shall supply all clients and responsible parties, if applicable, with the specific telephone number of the provider for information, questions or complaints about services being delivered by the provider.

The provider must be available by telephone during all service hours to respond to complaints about services. Other information or questions may be responded to during the established business hours.

THA Group, Independent Life At Home 24/7 telephone number is 912-233-2334.

In the event a concern or complaint is not handled to the client’s satisfaction per the leadership of this program, ILAH and THA, contact:

Department of Community Health

Healthcare Facility Regulation Division

Two Peachtree St. NW Suite 31

Atlanta, GA 30303-3142

404-657-5700