

449.3979 Provision of written disclosure statement to client upon acceptance for services by agency

1.

When a person is accepted as a client by an agency, the agency shall: (a) Provide a written disclosure statement to the client; (b) Require the client or a representative of the client to sign the written disclosure statement; and (c) Ensure that a copy of the written disclosure statement is incorporated into the record of the client.

(a)

Provide a written disclosure statement to the client;

(b)

Require the client or a representative of the client to sign the written disclosure statement; and

(c)

Ensure that a copy of the written disclosure statement is incorporated into the record of the client.

2.

The written disclosure statement must include a description of and information concerning the personal care services offered by the agency, including, without limitation: (a) A statement which is easily understandable to the client indicating that it is not within the scope of the license of the agency to manage the medical

and health conditions of clients should the conditions become unstable or unpredictable; (b) The qualifications and training requirements for the attendants who provide personal care services to the clients of the agency; (c) The charges for the personal care services provided by the agency; (d) A description of billing methods, payment systems, due dates for bills for personal care services and the policy for notifying clients of increases in the costs of personal care services provided by the agency; (e) The criteria, circumstances or conditions which may result in the termination of personal care services by the agency and the policy for notifying clients of such termination of personal care services; (f) Procedures for contacting the administrator of the agency or the administrator's designee during all hours in which personal care services are provided and the on-call policy of the agency; and (g) Information concerning the rights of clients and the grievance procedure of the agency.

(a)

A statement which is easily understandable to the client indicating that it is not within the scope of the license of the agency to manage the medical and health conditions of clients should the conditions become unstable or unpredictable;

(b)

The qualifications and training requirements for the attendants who provide personal care services to the clients of the agency;

(c)

The charges for the personal care services provided by the agency;

(d)

A description of billing methods, payment systems, due dates for bills for personal care services and the policy for notifying clients of increases in the costs of personal care services provided by the agency;

(e)

The criteria, circumstances or conditions which may result in the termination of personal care services by the agency and the policy for notifying clients of such termination of personal care services;

(f)

Procedures for contacting the administrator of the agency or the administrator's designee during all hours in which personal care services are provided and the on-call policy of the agency; and

(g)

Information concerning the rights of clients and the grievance procedure of the agency.