

G444

(Rev. 219; Issued: 04-12-24; Effective: 04-12-24; Implementation: 04-12-24)

§484.50(c) *Standard: Rights of the patient. The patient has the right to—*

(9) Be advised of the state toll free home health telephone hot line, its contact information, its hours of operation, and that its purpose is to receive complaints or questions about local HHAs.

Survey Procedures §484.50(c)(9)

Determine if the patient is aware of the state home health hotline to lodge a complaint if dissatisfied with the care provided by the HHA. Inquire if the patient filed any complaints directly with the HHA and if the care and services were negatively affected by this action (see also §484.50(c)(11)).