PATIENT BILL OF RIGHTS & RESPONSIBILITIES

UR Medicine Homecare

for Independent Living; Protection & Advocacy Agency; Aging & Disability Resource Center; Quality Improvement Organization

- 11. Be free from any discrimination or reprisal for exercising his or her rights or for voicing grievance to the Agency or any outside entity.
- 12. Be informed of the right to access auxiliary aids and language services and how to access those services.

Visual Impairment – www.urmhomecare.org

Please refer to Admission Packet for information regarding Discharge/Transfer Policies

Complaints and Suggestions:

- 1. Patients are encouraged to discuss problems or suggestions with their Case Manager and/or their Case supervisor.
- 2. Patients may submit written complaints/ suggestions at any time through a letter addressed as follows:

Jane Shukitis, President & CEO UR Medicine Home Care 2180 Empire Blvd. Webster, NY 14580

3. Complaints or suggestions may also be made over the phone, Monday through Friday, 8:00am-4:30pm by calling <u>585-787-2233</u> or <u>toll free 1-800-253-4439</u> and asking for the President & CEO. When a problem, complaint, or suggestion is received, an immediate investigation is initiated. Follow-