

Agency Responsibilities

- Send qualified staff
- Notify client of any changes in schedule, services, or fees.
- Have a representative available by phone 24 hours per day.
- Respond to client/family concerns.
- Coordinate care to assure appropriate and timely services provided
- Communicate changes in coverage and inform clients of rights in obtaining supplies and services

Client Responsibilities

- Participate in development of Plan of Care
- Provide a safe work environment, free of harassment or abuse, for agency personnel.
- Notify office if need to cancel or reschedule services and provide at least 2 hour notice.
- Pay agreed upon fee for services provided or arranged for payment to be made.
- Accept responsibility for actions if I choose not to follow physician orders.
- Contact the office immediately if you have a concern or problem.
- Inform agency of supply and equipment needs.