

Client Rights

HDE ownership shall recognize and protect the following rights of each client:

1. The right to be treated with dignity and respect;
2. The right to be free from theft, damage, or misuse of one's personal property;
3. The right to be given the informed choice and opportunity to select or refuse service and to accept responsibility for the consequences;
4. The right to be free from neglect of care, verbal, mental, emotional, physical, and sexual abuse;
5. The right to be free from financial exploitation;
6. The right to be free from physical and chemical restraints;
7. The right to voice grievances or complaints regarding services or any other issue without discrimination or reprisal for exercising such rights;
8. The right to be free from discrimination in regard to race, color, national origin, gender, sexual orientation, or religion.
9. The right to participate in planning of the services and care to be furnished, any changes in the services and care, the frequency of visits, and cessation of services;
10. The right to have access to his or her client record;
11. The right to have client information and records confidentially maintained by the agency;
12. The right to be advised in writing, before care is initiated, of the charges for the services to be furnished, and the amount of payment that will be required from the client;
13. The right to a written 30-day notice of termination of services by the agency that specifies the reason(s) for the termination with the following exceptions:
 - a) The right to immediate oral or written notice of termination of services by the agency at the time the agency determines that the safety of its staff or the client cannot be ensured. If oral notice is given, the agency must also subsequently provide the client a written confirmation of the oral notice of termination of services.
 - b) The right to a written 48-hour notice of termination of services by the agency in the event of non-payment in accordance with the agency's disclosed payment requirements.
14. To file a grievance or complaint with HDE, he or she must contact management at (503) 686-9079 or deliver a written complaint to 7110 SW Fir Loop #215 Portland, OR 97223.
 - a) If the complaint is against the agency as a whole, management will come to a resolution with the complainant via telephone or care conference in a visit made to the home, whichever is deemed appropriate by HDE management.
 - b) If the complaint is against a particular agency employee, management will fill out a formal grievance and complaint form, counsel the employee, and follow up with the complainant within 72 hours.
15. To file a grievance or complaint with the Public Health Division of the Oregon Health Authority ("Division"), he or she must contact the Division by phone (971) 673-0540, by mail to 800 NE Oregon St #305 Portland OR 97232, or by downloading, completing, and delivering the complaint intake form on Oregon.gov.
 - a) The Division will carry out investigation of complaint within 45 calendar days of notice of the complaint.
 - b) If the complaint signifies an immediate health or safety threat to the client, the Division will notify proper authorities and carry out investigation within two working days.
 - c) To carry out the investigation, the Division may interview agency staff and management, client, observe client environment, and review documents and records.
 - d) Investigations reports not exempt from disclosure are available from the Division given the identity of those referred to in the investigation are not disclosed without authorization.
16. The Division issues licenses for all in home care agencies, including HDE, and is responsible for the regulation and quality improvement of in home care agencies. As a means of evaluating this agency, the Division has the right to review agency records, including review of your client records, to determine agency compliance with all applicable rules and regulations.