- Receive information on advance directives and receive assistance to help you make an advance directive. An advance directive is a written document that says how you want medical decisions to be made in case you cannot speak for yourself;
- A full explanation of the complaint and appeals process, and who you may contact in order to have those complaints addressed in an proper and timely manner;
- Complain about the services or treatment you receive, or that you need and do not receive, the quality of care, number of service hours or any other concerns or problems you have;
- Be encouraged, and helped, to freely explain your complaints to persons of your choice. You must not be harmed in any way for telling someone your concerns. This includes being punished, threatened or discriminated against; and
- To know the name and address of the state agency to contact for additional information or assistance.

Office of the State Long Term Care Ombudsman

Illinois Department on Aging
One Natural Resources Way, Suite 100
Springfield, IL 62702-1271

For free publications and additional information about aging services, call the Illinois Department on Aging Senior HelpLine:

Monday – Friday
8:30 a.m. - 5:00 p.m. CST

Toll-free within Illinois:
1-800-252-8966,
1-888-206-1327 (TTY)

Outside of Illinois:
217-524-6911

Fax:
217-524-2048

E-mail:
Aging.HCOProgram@illinois.gov

To report suspected abuse, exploitation or neglect of an older adult, call the statewide, Illinois Department on Aging 24-hour Adult Protective Services Hotline: 1-866-800-1409, 1-888-206-1327 (TTY).

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in programs or activities in compliance with appropriate State and Federal statutes. If you feel you have been discriminated against, call the Senior HelpLine at 1-800-252-8966, 1-888-206-1327 (TTY).

Printed by the Authority of the State of Illinois
R-2-19 9M IOCI 19-0540

State of Illinois Department on Aging

Home Care Consumer Bill of Rights

If you are a senior or an adult with a disability living in your own home and are receiving home care assistance or are under a managed care plan, you have the right to:

- Have assistance to help you to understand your rights;
- Be treated with dignity and respect at all times;
- Be free from harm. This includes physical, sexual, verbal or mental abuse, neglect and exploitation, including if someone steals your money or Social Security check;
- Receive respect for your personal property by your home care provider, and request an investigation if there is theft or loss of that property;
- Receive treatment and services to help you live at home and support your independence;
- Receive care from properly trained staff that have the education, experience and proper license or certification to carry out the services for which they are responsible;
- Get help, if you need it, using the Medicare and Medicaid complaint and appeal processes, and exercising your civil and other legal rights;
- Be protected against discrimination. No one can discriminate against you or mistreat you because of your race, color, religion, sex, national origin, ancestry, age, marital status, citizenship status, genetic information, sexual orientation, military status, physical or mental disability or source of payment for your health care (for example, Medicare or Medicaid);
- Get correct, easy to understand information and have someone help you make informed health care decisions;
- Have someone help you if you have difficulty with language or communication so you can understand all information given to you;
- Access information about available home care services provided in your community, and choose from those services;
- Choose your own primary care physician and, if needed, specialists within your managed care organization (MCO) network;
- Fully participate in all treatment decisions related to your health care. If you cannot fully participate in your treatment decisions, and you want to have someone you trust help you, you have the right to choose that person;
- Have all treatment options explained to you in a language you understand before being treated and be fully informed of your health status and how well you are doing;
- Refuse services, treatments or medications. If you choose not to get a service or treatment or take your medication, you must be told how it will affect your health;
- Participate in making and carrying out your plan of care to help you live at home and support your independence;
- Be informed of the cost of services prior to getting those services, whether the cost of those services is covered under health insurance or other private or public programs, and any charges you will be expected to pay and be given advance notice of any changes to those costs or services;
- Talk with health care providers in private and have all your personal, financial and medical information kept private as protected under state and federal laws;
- Have access to your medical records, and be given copies upon request, at a charge determined by the medical provider;
- Request changes to your medical records;

(cont. on back)