

Minnesota Home Care Bill of Rights

If your child receives home care services, he or she has certain rights outlined in Minnesota law. As a parent or guardian, you may seek to enforce these rights.

Written information. Your child has the right to receive written information about his or her rights before receiving care. The information must explain what to do if the rights are violated.

Current plan. Your child has the right to receive care based on a suitable and up-to-date plan. If you don't think the service agreement meets your child's needs, then you have the right to have it changed.

Participate in creating a plan. Your child has the right to take an active part in creating and changing the plan of care and evaluating care services. You can have input in deciding what services your child needs.

Know who, what, and how often. Your child has the right to be told in advance what services will be provided, who will furnish the services, and how often the services will be provided. Your child also has the right to be told about other choices for services that are available.

Changes to plan. Your child has the right to be told in advance of any change to the plan of care.

Refuse treatment. Your child has the right to refuse services or treatment.

Limits. Your child has the right to know in advance any limits to the services available. This means that you must be told what services the agency will not provide.

Coverage and charges. Your child has the right to know in advance whether services are covered and the charges that families must pay.

Other services. Your child has the right to know that other services may be available and how to get information on those services.

Choice. Your child has the right to choose among agencies and the right to change agencies within limits of the health coverage.

Privacy and disclosure of information. Your child has the right to have personal, financial, and medical information kept private and be told when and how the agency may disclose private information.

Access to information. Your child has the right to see his or her records.

Trained staff. Your child has the right to be served by people who are competent and properly trained.

Courtesy and respect. Your child has the right to be treated with courtesy and respect.

Freedom from abuse. Your child has the right to freedom from physical and verbal abuse.

Advance Notice. Your child has the right to reasonable notice of changes in services or charges.

Transfer. Your child has the right to a coordinated transfer when there is a change in the home care agency that provides services. This means that the home care agency must help your child make the transition to a different agency.

Complaints. Your child has the right to make complaints if care is not given or if there is lack of respect or courtesy to your child or your child's property.

Contact. Your child has the right to know who to call at the agency when there is a problem. The agency must investigate and try to resolve the problem.

State Contact. Your child has the right to know what state or county agency to call for information or assistance. The home care agency must give you the information you need to contact the state or county agency.

Enforcement. If you want to enforce your child's rights, you may contact the Office of Health Facility Complaints:

Minnesota Department of Health
Office of Health Facility Complaints
P.O. Box 64970
St. Paul, MN 55164-0970
(651) 215-8702 voice
(800) 369-7994 toll-free
E-mail: ohfc@mdh-fpcl.health.state.mn.us