

10A NCAC 13J .1007 CLIENT RIGHTS AND RESPONSIBILITIES

(a) An agency must provide each client with a written notice of the client's rights and responsibilities in advance of furnishing care to the client or during the initial evaluation visit before the initiation of services. The agency shall maintain documentation showing that all clients have been informed of their rights and responsibilities.

(b) Clients' rights shall include at a minimum clients' rights to:

- (1) be informed and participate in their plan of care;
- (2) voice grievances about their care and not be subjected to discrimination or reprisal for doing so;
- (3) confidentiality of their records;
- (4) be informed of their liability for payment for services;
- (5) be informed of the process for acceptance and continuance of service and eligibility determination;
- (6) accept or refuse services;
- (7) be informed of the agency's on-call service;
- (8) be informed of supervisory accessibility and availability; and
- (9) be advised of the agency's procedures for discharge.

(c) An agency shall provide all clients with a telephone number for information, questions or complaints about services provided by the agency. The agency shall also provide the Division of Health Service Regulation complaints hotline number or the Department of Health and Human Services Careline number. The Division of Health Service Regulation shall investigate all allegations of non-compliance with the rules.

(d) An agency shall investigate, within 72-hours, complaints made to the agency by a client or the client's family, and must document both the existence of the complaint and the resolution of the complaint.

*History Note: Authority G.S. 131E-140;
Eff. July 1, 1992;
Amended Eff. February 1, 1996.*