



## CharterCARE Home Health Services

### Investigation of Complaints: The Home Health Agency Must

<p>Investigate complaints made by a patient, the patient’s representative (if any), and the patient’s caregivers and family, including but not limited to the following topics:</p> <ul style="list-style-type: none"> <li>• Treatment or care that is (or fails to be) furnished, is furnished inconsistently, or is furnished inappropriately</li> <li>• Treatment or care that involves discrimination</li> <li>• Mistreatment, neglect, or verbal, mental, sexual and physical abuse, including injuries of unknown source, and/or misappropriation of patient property by anyone furnishing services on behalf of home health agency</li> <li>• Document both the existence of the complaint and the resolution of the complaint</li> <li>• Take action to prevent further potential violations, including retaliation while the complaint is being investigated</li> </ul>	<p>Any Home Health Agency staff (whether employed directly or under arrangements) in the normal course of providing services to patients, who identifies, notices, or recognizes incidences or circumstances of mistreatment, neglect, verbal, mental, sexual, and/or physical abuse, including injuries of unknown source, or misappropriation of patient property, must report these findings immediately to the home health agency and other appropriate authorities in accordance with state law.</p>
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**Accessibility:**

- **Information must be provided to patients in plain language and in a manner that is accessible and timely to:**

<p>Persons with disabilities, including accessible websites and the provision of auxiliary aides and services at no cost to the individual in accordance with the American with Disabilities Act and Section 504 of the Rehabilitation Act.</p>	<p>Persons with limited English Proficiency through the provision of language services at no cost to the individual, including oral interpretation and written translations.</p>
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**Release of patient identifiable OASIS information:**

- The home health agency and agent acting on behalf of the home health agency in accordance with a written contract must ensure the confidentiality of all patient identifiable information contained in the clinical record, including OASIS data, and may not release patient identifiable OASIS information to the public.

**NOTES:**

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