



## Client Bill of Rights and Responsibilities

We want to give you the best care or service in a safe way.

### Your Rights

VON respects you and your family's right to:

1. Be treated in a way that respects your needs and preferences including ethnic, spiritual, language, family and cultural values.
2. Help you to make choices.
3. Ask any questions you have until you feel comfortable.
4. Choose someone to make your decisions for you if you are not able to make your own decisions.
5. Give you any information that you may need to help you make decisions about your plan of care or service. If you speak another language, have a physical or mental disability, or just don't understand something, we will make every effort to get you help so you can make informed health care choices.
6. Bring someone with you for support.
7. Be involved in your own care or service.
8. Answer any questions about your care or service.
9. Say YES or NO to any care or service.
10. Live any way you choose to and to make your own choices about how to live.
11. Know how to make a complaint.
12. Get a quick answer to a complaint.
13. Have everything you talk about kept private.
14. Say no to any medical research.

## **Your Responsibilities**

VON wants you and your family to:

1. Plan your own care or service with us.
2. Work with us to get you to the goals of your care or service.
3. Learn about your own health.
4. Let us know when you have questions or a problem.
5. Check with us first before you change your care or service plans.
6. Keep your chart in a safe place. Give it back when you leave VON.
7. Let us know if you cannot make an appointment.
8. Respect VON workers.
9. Have a safe place for VON workers.  
Like:
  - Have soap and water for them to wash their hands.
  - Do not smoke before or during a visit.
  - Keep pets tied up or in another room.
  - Watch young children.
  - Have snow and ice removed at the front door.
  - Leave outside lights on if the visit is at night.