

## PSA Client Rights

Thank you for choosing IN TOUCH HOME CARE SOLUTIONS LLC as your personal services agency. IN TOUCH HOME CARE SOLUTIONS LLC is required by law to produce you with the following information.

We are a personal service agency. A personal services agency provides non-medical services to its clients. As a personal services agency, it is not within the scope of our license to manage your medical and health condition if your condition becomes unstable or unpredictable. If our employees notice that your condition appears to be unpredictable or unstable, we will notify you, your personal representative, your family or other persons you instruct us to notify, we will request you provide us someone else to notify.

WE CAN NOT PROVIDE MEDICAL CARE IN THE EVENT OF AN EMERGENCY; YOU SHOULD CONTACT 911 IMMEDIATELY. IN THE EVENT OF A NON-MEDICAL SITUATION OR A NON-LIFE-THREATENING MEDICAL SITUATION, YOU SHOULD CONTACT YOUR PHYSICIAN. DO NOT CONTACT IN TOUCH HOME CARE SOLUTIONS LLC REGARDING YOUR MEDICAL NEEDS.

1. As a client or the client's personal representative, you will be provided with a written statement of your rights not more than seven (7) days after IN TOUCH HOME CARE SOLUTIONS LLC begins providing services to you.
2. As a personal representative of the client of IN TOUCH HOME CARE SOLUTIONS LLC you have the right to:
  - a. Be free from verbal, physical, and psychological abuse and to be treated with dignity.
  - b. To have your property treated with respect.
  - c. Temporarily suspend, permanently terminate, temporarily add, or permanently add service in the service plan.
  - d. File grievances regarding service furnished or regarding the lack of respect for property by IN TOUCH HOME CARE SOLUTIONS LLC or its staff and you will not be subject to discrimination or reprisal for filing a grievance.
    - i. **To file a grievance, contact the manager or the manager designee of IN TOUCH HOME CARE SOLUTIONS LLC by calling 317-937-6599.**
    - ii. **To file a grievance with the Indian State Department of Health, call the toll-free number 1-800-246-8909. The business hours are Monday through Friday from 8:15 am to 4:45 pm.**
  - e. Be informed of the charges for service we will provide. (The client will receive a client agreement which identifies potential charges upon client's intake).
  - f. Be notified 30 days before any increase in the cost of services. You will receive notification of an increase in writing via first class mail 30 days before the increase goes into effect.
  - g. Obtain on request a written list of the names and addresses of all persons having at least five percent (5%) ownership or controlling interest in the personal services agency.

3. It is not within the scope of the personal services agency's license to manage your medical and health conditions if your condition becomes unstable or unpredictable.
4. The Indiana State Department of Health does not inspect personal service agencies as part of the licensing process but does investigate complaints concerning personal service agencies.
5. IN TOUCH HOME CARE SOLUTIONS LLC office is open for business from 9:00am-4:00pm, Monday through Friday. To contact IN TOUCH HOME CARE SOLUTIONS LLC manager or Manager's designee during our business hours call place your business #. To contact IN TOUCH HOME CARE SOLUTIONS LLC manager or the manager's designee after our regular business hours call (place your business #).

I have been informed in writing of my rights as a client of IN TOUCH HOME CARE SOLUTIONS LLC and the agency has answered all questions I have concerning these rights.

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Client or Authorized Signature

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Date