

CLIENT RIGHTS

RIGHT TO BE INFORMED ABOUT PLAN OF SERVICE AND TO PARTICIPATE IN THE PLANNING.

RIGHT TO BE PROMPTLY AND FULLY INFORMED OF ANY CHANGES IN THE PLAN OF SERVICE.

RIGHT TO ACCEPT OR REFUSE SERVICES.

RIGHT TO BE FULLY INFORMED OF THE CHARGES FOR SERVICES.

RIGHT TO BE INFORMED OF THE NAME, BUSINESS TELEPHONE NUMBER AND BUSINESS ADDRESS OF THE PERSON SUPERVISING THE SERVICES AND HOW TO CONTACT THAT PERSON. TENDER HEARTS HOME CARE SERVICES, LLC, OFFICE 706-517-3227, ADDRESS 1475 HWY 76 SUITE #1-A CHATSWORTH, GA 30705

RIGHT TO BE INFORMED OF THE COMPLAINT PROCEDURES AND THE RIGHT TO SUBMIT COMPLAINTS WITHOUT FEAR OF DISCRIMINATION OR RETALIATION AND TO HAVE THEM INVESTIGATED BY THE PROVIDER WITHIN A REASONABLE PERIOD OF TIME. THE COMPLAINT PROCEDURE PROVIDED SHALL INCLUDE THE NAME, BUSINESS AND ADDRESS AND TELEPHONE NUMBER OF THE PERSON DESIGNATED BY THE PROVIDER TO HANDLE COMPLAINTS AND QUESTIONS. PLEASE CONTACT THE ADMINISTRATOR KAYLA CORBIN 706-517-3227 OF TENDER HEARTS HOME CARE SERVICES, LLC IF YOU HAVE A COMPLAINT YOU WOULD LIKE TO REPORT.

RIGHT OF CONFIDENTIALITY OF CLIENT RECORD

RIGHT TO HAVE PROPERTY AND RESIDENCE TREATED WITH RESPECT.

RIGHT TO RECEIVE A WRITTEN NOTICE OF THE ADDRESS AND TELEPHONE NUMBER OF THE STATE LICENSING AUTHORITY, I.E. THE DEPARTMENT, WHICH FURTHER EXPLAINS THE RESPONSIBILITY OF LICENSING THE PROVIDER AND INVESTIGATING CLIENT COMPLAINTS WHICH APPEARS TO VIOLATE LICENSING REGULATIONS.

DEPARTMENT OF HUMAN RESOURCES
OFFICE OF REGULATORY SERVICES
HEALTH CARE SECTION
TWO PEACHTREE ST. NW, SUITE 33.250
ATLANTA, GA 30303-3142
404-657-5550

COMPLAINTS ONLY: 404-657-5728
OR
1800-878-6442

RIGHT TO OBTAIN A COPY OF THE PROVIDER'S MOST RECENT COMPLETED REPORT OF LICENSURE INSPECTION FROM THE PROVIDER UPON WRITTEN REQUEST. THE PROVIDER IS NOT REQUIRED TO RELEASE THE REPORT OF LICENSURE INSPECTION UNTIL THE PROVIDER HAS HAD