

Maryland Home Care Bill of Rights

Official Client Rights Document • COMAR 10.07.05.16 Compliance

Preamble: Ideal Health Services Group is dedicated to providing compassionate, safe, and high-quality home care services. In accordance with the Code of Maryland Regulations (COMAR) Title 10, Subtitle 07, Chapter 05, every client receiving care from our Residential Service Agency possesses fundamental legal protections, rights, and responsibilities. This document serves as a comprehensive guide to guarantee that your care is delivered with full recognition of your personal dignity, privacy, and individuality.

SECTION I: CORE LEGAL RIGHTS OF THE CLIENT

1. Respect, Dignity, and Individuality (COMAR 10.07.05.16A(1)(a))

You have the absolute right to be treated with consideration, respect, and full recognition of your human dignity and individuality. Ideal Health Services Group explicitly prohibits discrimination based on race, color, national origin, age, religion, sex, sexual orientation, gender identity, or physical or mental disability.

2. Quality and Compliance of Care (COMAR 10.07.05.16A(1)(b))

You have the right to receive treatment, care, and services that are adequate, safe, appropriate, and strictly in compliance with relevant local, State, and Federal laws and regulations.

3. Participation in Care Planning (COMAR 10.07.05.16A(1)(c))

You or your legally authorized client representative have the right to actively participate in the development, modification, and implementation of your individualized service plan and medical treatment regimen.

4. Right to Refuse Treatment (COMAR 10.07.05.16A(1)(d))

You have the legal right to refuse any treatment, care, or service offered. Before exercising this right, our staff will fully explain the possible medical or physical consequences of your refusal so that you can make an informed decision.

5. Personal Privacy (COMAR 10.07.05.16A(1)(e))

You have the right to privacy during personal care assistance, medical treatments, case consultations, and discussions regarding your care. All clinical examinations and personal adjustments will be executed discreetly.

6. Freedom from Abuse, Neglect, and Exploitation (COMAR 10.07.05.16A(1)(f))

You have the right to be entirely free from mental, verbal, sexual, and physical abuse, neglect, involuntary seclusion, and financial or physical exploitation by any employee or contractor affiliated with our agency.

7. Choice of Personnel & Caregivers (COMAR 10.07.05.16B)

You or your client representative have the explicit right to accept or reject, at your sole discretion and without fear of retaliation, any caregiver, employee, or independent contractor referred to your home by the agency.

8. Information Disclosure & Informed Consent (COMAR 10.07.05.16A(3))

You have the right to receive full disclosure regarding: (a) the purpose and nature of any evaluation or treatment regimen; (b) alternative treatments; (c) the side effects and benefits of any proposed treatment; and (d) the estimated financial costs of the services and alternatives.

SECTION II: FINANCIAL RIGHTS AND TRANSPARENCY

Prior to the initiation of care, Ideal Health Services Group will provide a clear, written service agreement that establishes financial transparency:

- The right to a detailed breakdown of costs, fees, and charges for which the client may be personally responsible.
- The right to be informed of any adjustments to rates or service costs at least thirty (30) days in advance of the effective date.
- The right to be notified of Medicare, Medicaid, or private insurance coverage limitations regarding proposed home care services.

SECTION III: CLIENT RESPONSIBILITIES

To facilitate a collaborative, safe, and productive environment, clients are expected to adhere to the following guidelines:

- Provide accurate, complete health information and medical histories to care coordinators.
- Treat agency caregivers and staff with consideration, respect, and courtesy, maintaining a safe working environment in the home.
- Notify the agency immediately of any scheduling conflicts, changes in medical condition, or hospitalizations.

SECTION IV: GRIEVANCE AND COMPLAINT PROCEDURES

You have the fundamental right to voice suggestions, complaints, or present formal grievances regarding your care to the agency, government bodies, or any third party **without threat or fear of coercion, discrimination, or retaliation** (COMAR 10.07.05.16A(2)).

Ideal Health Services Group is legally required to respond promptly to any grievance submitted. To initiate an internal grievance, contact our Compliance Director at **1-301-637-3422** or via email at **info@idealhsg.com**.

If your grievance is not resolved to your satisfaction, or if you wish to file an external complaint directly with the State regulatory body, you may contact the Maryland Department of Health's oversight agency:

Office of Health Care Quality (OHCQ)

Maryland Department of Health

7120 Samuel Morse Drive, Second Floor, Columbia, MD 21046

Phone (Toll-Free): 1-877-402-8218 | **Web:** health.maryland.gov/ohcq

This document complies with Maryland COMAR 10.07.05 regulations governing Residential Service Agencies.

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