

Updates/changes to service agreements should be documented in the client's record in a manner that is easily accessible.

Changes	Updates

Consumer's Name _____

I acknowledge receiving a copy of client's rights and responsibilities as outlined at rule .12; ____ (initials).

Grievance / Complaint procedure:

To complain or express dissatisfaction about the agency, call the Director, or the supervisor Sylvester O. Egbochue @ 678-227-2801 or 770-979-2441 at: Marvest Private Home, INC. If the matter is not resolved, or you cannot solve your problems with the agency staff, contact the Health Care Facility Regulation Division/Department for information about licensing requirements: **(404-657-5850 or 404-657-1509)**. The number to lodge complaints about provider services is: **(404-657-5728)**.

Authorization from client or responsible party, if applicable, for access to client's personal funds when home management services are to be provided and when those services include assistance with bill paying or any activities, such as shopping, that involve access to or use of such funds; including credit cards, and approved authorization for use of client's motor vehicle when services to be provided include transport and escort services and when the client's personal vehicle will be used;

NOTE: Transport and escort services' for healthy individuals/families are not considered PHCP services

Special Service	Authorization	Approval

Prior to the establishment of this Service Agreement, Marvest Private Home Care, INC should attempt to determine if the client has a Responsible Party and has executed any written document designating a Responsible Party or has had a legal guardian appointed by the court. If unable to determine if client has a responsible party or guardian, efforts made to determine the status should be documented. It should be documented in the client's record whether the client represents himself or whether another designated responsible party represents the client for the purposed of authorizations.

Client's Independent Status : ____ Complete Independent ____ Adjudicated Incompetent