

## Patient Rights

As a Hospice patient, you have the right to:

1. Be informed of your rights in a manner, which you understand.
2. Make informed decisions regarding proposed and ongoing care and services.
3. Choose whether or not to participate in research, investigational or experimental studies, or clinical trials.
4. Have your communication needs met.
5. Have complaints heard, reviewed, and if possible, resolved
6. Confidentiality of information, privacy and security as specified in Notice of Private Practices.
7. Be fully informed, as evidenced by your written acknowledgement or by that of your appointed representative, of these rights and of all rules and regulations governing patient conduct, prior to or at time of admission.
8. Be involved in the care planning process.
9. Be fully informed by a physician of your medical condition, unless medically contraindicated, and to be afforded the opportunity to participate in your medical treatment.
10. Formulate advance directives.
11. Have an appropriate assessment and management of pain.
12. Keep and use personal clothing and possessions.
13. An environment that preserves dignity and contributes to a positive self-image. Unlimited contact with visitors and others.
14. Be fully informed, prior to or at time of admission, of services available through Hospice, and related charges, including services not covered under Titles XVIII or XIX of the Social Security Act.
15. Refuse treatment to the extent permitted by law and to be informed of the medical consequences of such refusal.
16. Be advised of what hospice services are to be rendered and by what discipline, e.g., registered nurse, counselor, chaplain, etc.
17. Be advised in advance of any change in treatment, care, or services.
18. Be assured confidential treatment of personal and clinical records and to approve or refuse their release to any individual outside the hospice, except in the case of transfer to another health facility, or as required by law or third-party payment contract.
19. Be treated with consideration, respect, and full recognition of dignity and individuality, including privacy in treatment and in care for personal needs.
20. Not be subjected to exploitation, verbal, sexual or physical abuse of any kind, and to be informed that corporal punishment is prohibited.
21. Be informed by the licensee of the provisions of the law regarding complaints and procedures for registering complaints confidentially, including, but not limited to, the address and telephone number of the local District office of the Dept. of Health Services and CHAP
22. Be informed of the provisions of the law pertaining to advanced directives, including but not limited to living wills, power or attorney for health care, withdrawal or withholding of treatment and/or life support.
23. Be assured the personnel who provide care are qualified through education and experience to carry out the services for which they are responsible.
24. Be informed of their rights in regards to beneficial relationship between the organization & referring parties.
25. Be informed of their rights to choose their own Physician.

## **Patient Responsibilities**

As a Hospice patient, you have the responsibility to:

1. Remain under a doctor's care while receiving hospice services.
2. Inform the hospice of advance directives or any changes in advance directives, and provide the hospice with a copy.
3. Cooperate with your primary doctor, hospice staff and other caregivers by providing information, asking questions and following instructions.
4. Advise the hospice of any problems or dissatisfaction you have with the care provided.
5. Notify the hospice of address or telephone number changes or when you are unable to keep appointments.
6. Provide a safe home environment in which care can be given. Conduct such that if the patient's or staff's welfare or safety is threatened, service may be terminated.
7. Obtain medications, supplies and equipment ordered by your physician if they cannot be obtained or supplied by the hospice.
8. Treat hospice personnel with respect and consideration.
9. Sign the required consents and releases for insurance billing, and provide insurance and financial records as requested.
10. Advise the agency of any problem or dissatisfaction with our care, without being subject to discrimination or reprisal. The Hospice shall investigate all grievances; document the existence of the complaint and findings. Findings will be communicated to the patient/family.

All patients, regardless of race, religion, age, gender, sexual orientation, disability (mental or physical), color, ancestry, communicable disease, or place of national origin have the right to receive the same quality of care and to have access to the hospice resources they need to meet their health care needs.