



PATIENT'S RIGHTS AND RESPONSIBILITIES

Hospice patients have the right to:

- Exercise one's rights as a patient of the hospice;
- Receive information about the services covered under the Medicare hospice benefit;
- Receive information about the scope of services that the hospice will provide and specific limitations on those services;
- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care;
- Be informed, both orally and in writing, in advance of care being provided, of the charges, including payment for care/service expected from third parties and any charges for which the patient will be responsible;
- Participate in the development and periodic revision of the plan of care;
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property;
- Voice grievances/complaints regarding treatment or care that is (or fails to be) furnished and lack of respect of property by anyone who is furnishing care/service on behalf of the hospice;
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished or lack of respect of property investigated;
- Confidentiality and privacy of all information contained in the patient record and of Protected Health Information;
- Be advised on agency's policies and procedures regarding the disclosure of clinical records;
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented;
- Be informed of patient rights under state law to formulate Advance Directives;
- Receive effective pain management and symptom control for conditions related to terminal illness(es);
- Have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality;
- Be able to identify visiting personnel members through proper identification;
- Recommend changes in policies and procedures, personnel or care/service;
- Not be subject to discrimination or reprisal for the exercising of one's rights;
- Choose a health care provider, including choosing an attending physician;
- Receive appropriate care without discrimination in accordance with physician orders;
- Be informed of any financial benefits when referred to a hospice;
- Be fully informed of one's responsibilities;
- Be informed of anticipated outcomes of care and of any barriers in outcome achievement.

Patient's Responsibilities

The patient/legal guardian is responsible for:

- Providing complete and accurate information about illnesses, hospitalization, medication, and other matters related to your health;
- Assisting in the planning of your health care and actively participating in the implementation of that plan;
- Providing the agency and your physician copies of any Advance Directives you have executed and for notifying the agency and your physician of any changes in them;
- Informing the agency when you will not be able to keep a hospice care visit;
- Having someone who serves as a primary caregiver who will be responsible for providing or arranging for care;
- Following the plan of care and medication regimen.