

## PATIENT RIGHTS AND RESPONSIBILITIES

The following rights and responsibilities are established by this Hospice and are available to the patient, guardian, next of kin, sponsoring agency or representative payee and the public. Such policies shall ensure that each patient receiving care from Hospice shall have the following rights and responsibilities to:

Be fully informed of your rights and the rules regulating patient conduct, and receive this notice before or at the time of admission.

Receive information about the scope of services that the Hospice will provide under the hospice benefit and any specific limitations on those services.

Be fully informed, prior to or at the time of admission, of services available through Hospice and of any charges for services not covered under Titles XVIII or XIX of The Social Security Act.

Be fully informed by a physician of his/her medical condition, unless medically contraindicated, and to be afforded the opportunity to participate in the planning of his/her medical treatment, including pain and symptom management, and to refuse to participate in experimental research.

Refuse treatment to the extent permitted by law and to be informed of the medical consequences of such refusal.

Be advised, in advance, of any change in treatment.

Be assured that the personnel who provide care are qualified through education and experience to carry out the service for which they are responsible.

Receive effective pain management and symptom control for the hospice conditions related to the terminal illness.

Choose his/her attending physician and be involved in developing his/her hospice plan of care.

Be treated with consideration, respect and full recognition of dignity and individuality, including privacy in treatment and in care for personal needs. Have your property and person treated with respect.

Be free from mistreatment, neglect, or verbal, mental, sexual and physical abuse, including injuries of unknown source and misappropriation of patient property. Be informed that corporal punishment is prohibited.

Exercise your rights, or your legal representative may exercise rights on behalf of the patient, in the event the patient is adjudged incompetent.

In accordance with State law, if the patient has not been adjudged incompetent, any legal representative designated by the patient may exercise the patient's rights.

Have confidential clinical records and to approve or refuse their release to any individual outside the Hospice and in accordance with 45CFR parts 160 and 164, except in the case of transfer to another health facility or as required by law or third party payment contract.

Be informed of the provisions of law pertaining to advanced directives including withdrawal or withholding treatment and/or life support.

Be assured that all alleged violations involving mistreatment, neglect, or verbal, mental, sexual and physical abuse, including injuries of unknown source, and misappropriation of patient property by anyone furnishing services on behalf of the Hospice, are reported immediately by Hospice employees/contracted staff to the Hospice Administrator.

Be assured that all alleged violations involving anyone furnishing services on behalf of the Hospice will be investigated and immediate

action will be taken to prevent further potential violations. Such action will be documented according to established procedures.

Be assured that appropriate corrective action in accordance with State/Federal law is taken, and that verified violations are reported to the proper authorities within 5 days of becoming aware of the violation.

Voice grievances regarding treatment or care that is (or fails to be) furnished and the lack of respect for property by anyone who is furnishing services on behalf of the Hospice. And if doing so, not be subjected to discrimination or reprisal for exercising his/her rights. Contact Thomas Hoffmann, 8501 Brimhall Road, Building 100, Bakersfield, CA 93312, (661) 410-1010 or (888) 833-3900.

Make a confidential complaint to the State Department of Health Services, Licensing and Certification Division (DHS) or Community Health Accreditation Program (CHAP) without being subject to discrimination or reprisal. The hotline number in our area for DHS is (800) 547-8267; it may be reached between 8:00 am and 5:00 pm, M-F. The CHAP hotline is (800) 656-9656; it may be reached between 8:00 am and 5:00 pm EST.

Be informed that your rights set forth in this section may be denied for good cause only by the attending physician and/or hospice medical director and recorded and documented in the patient record.

### *As a patient/family you have the responsibility to:*

Remain under a doctor's care while receiving hospice services.

Inform the Hospice of any advance directives or any changes in advance directives and provide the Hospice with a copy.

Cooperate with the primary doctor, hospice staff and other caregivers, treating personnel with respect and consideration.

Provide a safe home environment in which care can be given. In the event that conduct occurs such that the patient's or staff's welfare or safety is threatened, service may be terminated.

Obtain medications, supplies and equipment ordered by the patient's physician if they cannot be obtained or supplied by the hospice.

Accept the consequences for any refusal of treatment or choice of non-compliance.

Provide the Hospice with all requested insurance and financial records, assisting hospice with third party payor issues when requested.

Advise the Hospice of any problems or dissatisfaction with patient care.

Notify the Hospice promptly in the following situations:

- When unable to keep an appointment,
- Telephone/address change,
- Before the patient transfers from home to an inpatient facility,
- When the patient experiences problems with pain/symptom control,
- When the patient/family needs additional support services for emotional, spiritual or social needs,
- When the patient's death is imminent or has occurred.

I understand that if I do not fulfill my responsibilities, the Hospice may notify me and terminate my care.

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Initials