

PATIENT RIGHTS AND RESPONSIBILITIES

Mt Rose Health Center Palliative Care and Hospice informs patients of their rights, and protects and promotes the exercise of these rights.

During the initial assessment visit in advance of furnishing care, the patient/family is informed both verbally and in writing of patient's rights and responsibilities pertaining to hospice care.

The patient has the right to be fully informed of the care/services to be provided, including the disciplines that will furnish care/services; including the frequency of visits as well as any modifications to the plan of care.

- To be able to identify visiting staff members through proper identification.
- The patient has the right to be informed both orally and in writing, in advance of care being furnished of the charges, including payment for care expected from third parties and any charges for which the patient will be responsible for.
- Receive information about the care/service covered under Medicare Hospice Benefit.
- Receive information about the scope of services the Hospice provides as well as any limitations on those services.
- The patient has the right to exercise his or her rights as a patient of hospice which includes the right to:
- Make decisions about their medical care including the acceptance of medical or surgical treatment.
- Receive appropriate care without discrimination in accordance with physician order's.
- Have his or her property and person treated with respect, consideration, and recognition of patient dignity and individuality.
- 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 to not be subjected to discrimination or reprisal for exercising his or her rights.
- Receive effective pain management and symptom control from the hospice for conditions related to the terminal illness.
- Be involved in developing and periodic revisions to his or her hospice plan of care.
- To recommend changes in policies and procedures, staff or care/service.
- Refuse care or treatment after being informed of the consequences of refusing care and treatment are fully presented. Be advised of the Agency's policies and procedures regarding the disclosure of clinical records
- To be informed of patient's right under state law to formulate an Advance Directive.
- Choose a health care provider including choosing an attending physician.

- Have confidentiality of privacy of all information contained in the patient record and of protected health information.
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property
- Receive information about the scope of services that the hospice will provide and specific limitations on those services.
- Have grievances/complaints investigated regarding treatment or care that is “or fails to be” furnished or lack of respect of property. Receive written information describing the organization’s grievance procedure which includes the contact information, contact phone number, hours of operation, and mechanism(s) for communicating problems.
- Receive information addressing any beneficial relationship between the Agency and referring entities.
- Be informed of any financial benefits when referred to the hospice agency.
- Be informed of anticipated outcomes of care and of any barriers of outcome achievement.
- To be fully informed of ones responsibilities.

Patient/family responsibilities:

- To remain under a doctor’s care while receiving hospice services.
- To inform the program of any advance directives or any changes in advance directives and provide the program with a copy.
- To cooperate with the primary doctor, program staff and other caregivers.
- To advise the program of any problems or dissatisfaction with patient care.
- To notify the program of address or telephone number changes or when unable to keep appointments.
- To 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 program.
- Treat personnel with respect and consideration.
- Sign the required consents and releases for insurance billing and provide insurance and financial records as requested.
- Accept the consequences for any refusal of treatment or choice of non-compliance.