



YOUR RIGHTS AND RESPONSIBILITIES AS A HOSPICE PATIENT

Hospice providers have an obligation to protect and protect your rights and to provide these rights to you or your representative verbally and in writing in a language and manner you can understand, during the initial assessment visit before care is provided and in an ongoing basis as needed. This patient Bill of Rights is designed to recognize, protect and promote the rights of each patient to be treated with dignity and respect.

PATIENTS HAVE THE RIGHT TO:

- Exercise your rights and be protected from discrimination or reprisal for exercising your rights.
- Expect respect of personal dignity, privacy and security.
- Expect to receive services, products, and equipment to be used during care without regard to race, creed, gender, age, handicap, sexual orientation, veteran status or lifestyle.
- Be informed of Hospice's organization ownership and control.
- Receive disclosure information regarding any beneficial relationships the Hospice has that may result in profit for the Hospice.
- Expect to have your cultural, psychosocial, spiritual, and personal values, beliefs and preferences respected.
- Be free from mistreatment such as mental, physical, sexual or verbal abuse, neglect and exploitation, including injuries of unknown source and misappropriation of patient property by anyone.
- All reports of such mistreatment or exploitation will be investigated and reported to Adult Protective Services or the appropriate State Licensing or Accreditation Agency immediately / within five (5) working days.
- Be able to identify visiting personnel members through proper identification.
- Be informed of the names and professional qualifications of the disciplines that will provide care.
- Expect confidentiality of your medial record as well as information about your health, social and financial circumstances.
- Expect Hospice to release information only as required by law or authorized by you and to be informed of procedures for disclosure.
- Have access to, upon request to receive an accounting of disclosures regarding your own health information as permitted under applicable law.
- Be advised of Hospice's billing policies, payment procedures and changes in information provided on admission as they occur within fifteen (15) days from the date of the change.
- Be fully informed in advance and receive information about the scope of services that Hospice will provide and any specific limitation of Hospice services, including but not limited to disciplines that furnish care, frequency of visits as well as any modifications to the plan of care, whether provided by Hospice or by vendor contract.

- Be informed of rights under state law to make decisions concerning medical care, including the right to accept or refuse medical or surgical treatment and the right to formulate advance directives.
- Participate in the development and periodic revision of the plan of care.
- Choose an attending physician.
- Be informed of anticipated outcomes of care and of any barriers in outcome achievement.
- Refuse care or treatment without fear of reprisal or discrimination and in accordance with law and regulations. If you are not legally responsible, our surrogate decision maker may refuse on your behalf, as permitted by law.
- Not receive any experimental treatment without your specific agreement and full understanding.
- Receive effective pain management and symptom control for conditions related to terminal illness.
- Be informed of patient rights under state law to formulate Advance Directives.
- Receive services without regard to whether or not an Advance Directive has been executed.
- Recommend changes in policies and procedures personnel or care/service.
- Be referred to another provider or organization if the Hospice is unable to meet your needs.
- Be notified in advance of treatment options, transfers, when and why care will be discontinued.
- Participate in the decision regarding referral to other providers or organizations.
- Receive education, instructions and requirements for continuing care when the services of the Hospice are discontinued.

PATIENTS HAVE THE RESPONSIBILITY TO:

- Properly use and dispose of controlled substances and biologicals.
- Use and maintain equipment and supplies provided by Hospice of the Piedmont.
- Follow responsibilities that have been outlined in your IDG plan of care.
- Follow infection control procedures that are relevant to your care.
- Notify Hospice of any perceived risks in your care or unexpected changes in your condition.
- Provide a safe environment of care.
- Follow instructions and express any concerns you have about your ability to follow and comply with the proposed IDG plan of care. Hospice will make every effort to adapt the plan to your specific needs and limitations. If such changes are not recommended, Hospice will inform you of the consequences of care alternatives.
- Provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters related to the patient's health.
- Know that in the event of an emergency that disrupts Hospice's services to the patient that Hospice will make every effort to visit or telephone the patient, however if a patient has a medical emergency and is not able to contact Hospice, the patient should access the nearest emergency medical facility.
- Ask questions about care or services when you do not understand your care or what you are expected to do.
- Show respect and consideration for Hospice personnel and property.