



## **Patient's Rights and Responsibilities**

### **Patient's Rights:**

1. You have the right to be given the information necessary to give an informed consent before the start of care and treatment.
2. You have the right to freedom of choice in selecting a Hospice Agency.
3. You have the right to exercise your rights as a patient of Hospice.
4. You have the right to appropriate assessment and management of pain.
5. Your family or guardian may exercise your rights if you have been legally judged incompetent.
6. You have the right to be free from neglect, abuse and exploitation.
7. You have the right to be treated with, and have your properties treated with respect.
8. You have the right to education/instruction regarding required services, so you can maximize self-care skills and independence; family members and others can understand and assist you in that care.
9. You have the right to receive information and execute advanced directives.
10. You have the right to be informed of "The Hospice Concept", Admission Criteria, service options available, and any changes that may occur.
11. You have the right to participate in developing and revising your plan of care.
12. You have the right to receive proper identification of the hospice staff members providing care.
13. You have the right to receive quality care from trained, competent Hospice professionals and volunteers.
14. You have the right to receive Hospice Services regardless of race, religion, gender, age, sexual orientation, or the ability to pay.
15. You have the right to refuse to participate in treatment or medical research to the extent permitted by law, and the right to be informed of the possible consequences of such refusal.
16. You have the right to receive care, which is ethical, in the best interest of the patient, and is respectful of the patient's life values, religious preference, dignity, individuality, needs, and privacy.
17. You have the right to be given complete and current information, in terms and language you can understand.
18. You have the right to confidential treatment of personal and medical records, and to approve or refuse their release to any individual outside the agency, except in the case of transfer to another agency or health facility, or as required by law or third party payers.
19. You have the right to voice grievances regarding treatment of care that is or fails to be furnished with lack of respect for person or property by anyone who is furnishing services on behalf of the hospice without fear of discrimination or reprisal for doing so.
20. You have the right to expect and receive an investigation of complaints made by yourself, your guardian and/ or a family member regarding treatment or care as well as documentation of both the existence and resolution of that complaint.

21. You have the right to be informed, in advance, of the disciplines providing care and the frequency of their visits.
22. You have the right to revoke hospice care at any time.
23. You have the right to be notified, in advance, of any changes in their plan of care.
24. You/your family has/have the right to be advised, before care is initiated, of the extent to which payment may be required from the client, if any.
25. You/your family has the right to be advised verbally and in writing of any change in financial requirements when they occur. The hospice agency must advise the patient of these changes verbally and in writing as soon as possible, but no later than fifteen (15) days from the date that the hospice becomes aware of such changes.
26. You have the right to be informed of how to lodge a complaint.

### **Patient Responsibilities:**

1. Remain under physician care while receiving our services,
  2. To participate in self care by asking questions and expressing concerns.
  3. To provide, to the best of your knowledge, complete and current information regarding your medications, treatments, alternatives and risks.
  4. Provide requested insurance and financial information and sign required consents and releases.
  5. Provide a safe environment in which your care can be given.
  6. Cooperate with your physician(s), your hospice team and other caregivers.
  7. To treat hospice personnel with respect and consideration.
  8. Accept responsibility for the refusal of treatment.
  9. Abide by Hospice Agency policies which restricts duties our staff may perform.
- Advise Hospice Agency administration of any dissatisfaction or problems with your care.