

Patient Rights and Responsibilities

You have the right to:

- Receive information about the nature and frequency of services to be delivered, the purpose of the service, and any side effects or hazards of which you should be aware.
- Receive quality, nondiscriminatory care from a competent staff.
- Be treated with courtesy, dignity, consideration and respect.
- Understand and take part in the care provided to you.
- Be told of any changes in your plan of care before they are made.
- Have your pain assessed and managed to your satisfaction.
- Make healthcare choices and refuse care.
- Be told orally and in writing of agency charges and fees, as well as the source(s) of payment (*before home care begins*).
- Advised orally and in writing of any changes in fees for services that are the patient's responsibility as soon as possible, but no later than 30 days from the date the hospice program became aware of the change.
- Review your medical record and expect confidential handling of all medical and financial information, including expecting HIPAA compliance.
- Be notified of any diminishment or termination of agency services at least five days in advance
- Receive at least five days written notice prior to any discharge or referral from service, except when a medical emergency exists, when the patient's physician orders admission to an inpatient facility, or when discharge is determined necessary by the chief administrative officer to protect the health and welfare of the staff members providing services.
- Be free from mental and physical abuse and property exploitation.
- Voice concerns or complaints to agency staff or administration and feel free to do so without fear of reprisal by following the steps outlined under the *Resolving Problems* section (*page 15,16*).
- Privacy in all aspects of your care.
- Provided with advance directive and Do Not Resuscitate information prior to the start of care. The philosophy of Hospice Care is to allow a natural death for those with a terminal illness, neither hastening death nor artificially prolonging life. Consistent with this philosophy, Community Hospices' staff does not administer cardiopulmonary resuscitation (CPR).

You are responsible for:

- Remaining under your doctor's care while receiving agency services.
- Making an effort to understand and take part in your care.
- Telling the agency when procedures for care cannot be followed or understood.
- Telling the agency if you will not be home to receive services as scheduled (cancellation policy statement here).
- Providing needed information about your health history and present condition.
- Providing a safe home environment where care can be provided.
- Paying for the services as agreed upon with the agency. (*see page 10, Financial Responsibility/Insurance Issues*)
- Accepting responsibility for any refusal of treatment.

Community Hospices does not discriminate against any person on the basis of race, color, national origin, disease, disability, age or sexual orientation.. This nondiscrimination policy applies to all areas of admission, employment, treatment and participation in Community Hospices programs, services and activities.