



Patient Rights and Responsibilities

Rockbridge Area Hospice (RAH) patients and families have the right:

DIGNITY AND RESPECT

- To be treated with courtesy, consideration and respect;
- To have your property treated with respect;
- To be treated without discrimination or reprisal for exercising your rights;
- To privacy;
- To have your medical and financial records treated confidentially, as required by law;
- To be free from mistreatment or neglect;
- To be free from verbal, mental, sexual, emotional, or physical abuse – including injuries of unknown source, and misappropriation of property;
- To 5 days oral and written notice when the hospice program determines it is appropriate to terminate services.

QUALITY OF CARE

- To receive effective pain management and symptom control for conditions related to the terminal illness; and
- To be served by individuals who are properly trained and competent to perform their duties

DECISION MAKING

- To refuse care or intervention;
- To choose your attending physician;
- To participate in the planning of your care, including appropriate assessment and management of pain;
- To receive information about the scope of services that Rockbridge Area Hospice will provide and specific limitations on those services;
- To self-determination which encompasses the right to make choices regarding life-sustaining treatment, to give advance directives regarding your care, and to have health providers comply with advance directives in accordance with state laws;
- To be provided with advance directive and Allow Natural Death (Durable Do Not Resuscitate) information prior to the start of services;
- To receive information about the services covered under the Medicare hospice benefit;
- To be advised, before care is initiated, of the extent to which payment for services may be expected from federal or state programs, and the extent to which payment may be required from you; and
- To be advised, orally and in writing of any changes in fees for services that are your responsibility. Rockbridge Area Hospice (RAH) shall advise you of these changes as soon as possible but no later than 30 calendar days from the date RAH became aware of the change.

If a patient has been judged incompetent under state law by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed according to state law to act on the patient's behalf. If a state court has not judged a patient incompetent, any legal representative designated by the patient in accordance with state law may exercise the patient's rights to the extent allowed by state law.

Patient Rights and Responsibilities, *continued*

GRIEVANCES

- To voice concerns 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 RAH; and
- To voice concerns or complaints related to RAH services without fear of reprisal.

You may express a complaint or grievance about any condition, event, or procedure related to hospice services to the Virginia State Ombudsman, or to the Complaint Unit of the Virginia Department of Health Office of Licensure and Certification. For further information, see page 3. For detailed information about filing a complaint with the Virginia Department of Health, visit their website: <http://www.vdh.state.va.us/olc/complaint/>

AS A PATIENT OR FAMILY MEMBER OF ROCKBRIDGE AREA HOSPICE,

YOU HAVE THE RESPONSIBILITY:

- To participate in developing and implementing your plan of care, and revising it as necessary;
- To provide the hospice team with complete and accurate information about your health history, current status, symptoms and medications;
- To ask for pain relief, help your nurse assess your pain, and report if your pain is not relieved;
- To promptly report any changes in your condition, level of pain, adverse reaction to medication, hospitalizations or other treatments;
- To assist hospice staff in providing and maintaining a safe environment in which care can be provided;
- To treat hospice staff with respect and consideration;
- To provide the hospice staff with copies of any Advance Directives, Allow Natural Death (AND) orders or Do Not Resuscitate (DNR) orders; and to discuss any changes to these directives/orders;
- To remain under a doctor's care while receiving hospice services; to advise hospice staff of any problems or dissatisfaction with the care or services provided (see page 3); and
- To arrange for a Power of Attorney and/or caregivers in the home as determined necessary.

ROCKBRIDGE AREA HOSPICE HAS THE RESPONSIBILITY:

- To ensure that all alleged violations involving mistreatment, neglect, or verbal, mental, sexual or physical abuse, including injuries of unknown source, and misappropriation of patient property by anyone furnishing services on behalf of hospice, are reported immediately by hospice employees and contracted staff to the hospice administrator;
- To immediately (within 24 hours) investigate all alleged violations involving anyone furnishing services on behalf of the hospice and immediately take action to prevent further potential violations while the alleged violation is being verified. Investigations and/or documentation of all alleged violations must be conducted in accordance with established procedures;
- To take appropriate corrective action in accordance with state law if the alleged violation is verified by the hospice administration or an outside body having jurisdiction, such as the state survey agency or a local law enforcement agency; and
- To ensure that verified violations are reported to state and local bodies having jurisdiction (including to the state survey and certification agency) within five (5) working days of becoming aware of the violation.