

### PATIENT RIGHTS AND RESPONSIBILITIES AD.P15

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#### POLICY:

Lifesong Hospice and Palliative Care informs patients of their rights and protects and promotes the exercise of these rights.

#### PROCEDURE:

1. Patients and/or their representatives are provided with verbal and written notice of the patient's rights and responsibilities in advance of furnishing care.
2. The notice of patient's rights and responsibilities is provided in a language and a manner that the patient understands prior to furnishing care.
3. The notice of the patient's rights and responsibilities includes, but is not limited to, the patient's right to:
  - a. Be informed verbally and in writing of his/her rights prior to the start of care in a language and manner that is understandable to him or her;
  - b. Be informed of and receive information about the hospice's policies on advance directives in accordance with State law;
  - c. Exercise his/her rights as a patient of the hospice without being subjected to discrimination or reprisal for exercising these rights;
  - d. Be free from mistreatment, neglect, or verbal, mental, sexual and physical abuse, including injuries of an unknown source, and misappropriation of his/her property;
  - e. Voice any issues 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 Lifesong Hospice and Palliative Care;
  - f. Receive effective pain management and symptom control;
  - g. Be involved in developing his/her plan of care;
  - h. Refuse care or treatment;
  - i. Choose his/her attending physician;
  - j. Confidentiality of protected health information and the related privacy and security protections mandated by Federal law and outlined in the hospice's Notice of Privacy Practices; and
  - k. Receive information about the services covered under the Medicare Hospice Benefit or by other payor sources, the services the hospice will provide and any specific limitation(s) on those services, and to be informed of any charges/services not covered by insurance.
4. Education regarding patient rights and responsibilities is provided during the orientation to hospice for new co-workers and volunteers to ensure that all personnel protect and promote the patient's exercise of his/her rights.

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| 05/2018  | 09/2018   |          | 4/2019     |

5. The hospice obtains the patient's or representative's signature confirming that s/he has received a copy of the notice of rights and responsibilities.
6. If the patient is incapacitated or adjudged incompetent, the patient's representative may exercise the patient's rights in accordance with and to the extent allowed by State laws.

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