



Patient Rights and Responsibilities

- Each patient will be an active, informed participant in his/her plan of care. To ensure this process, you will be empowered with certain rights and responsibilities as described. A patient may designate someone to act as his/her representative. This representative, on behalf of the patient, may exercise any of the rights provided by the policies and procedures established by the organization.
- To assist with fully understanding patient rights and responsibilities, all policies are available to organization personnel, the patient, and his/her representatives as well as other organizations and the interested public.
- The patient will be informed upon admission and, as needed, of:
 - The ownership or control of the organization
 - The organization's mission and care/services provided directly or through contractual arrangement
 - The goals of care, the interventions that support those goals and the identification of the staff providing service
 - The hours of care/service and how to obtain care/service after hours
 - The right to be informed of his/her condition, participate in all aspects of care, and the right to refuse all or part of his/her care to the extent permitted by law
 - The right to formulate Advance Directives and the organization's policy on the withholding of resuscitative services and the withdrawal of life-sustaining treatment
 - The value or purpose of any technical procedure that will be performed, including the benefits, risks, and who will perform the task or procedure
 - The cost of services that will be billed to his/her insurance(s) and/or self (verbally and in writing)
 - The right to pain assessment and management
 - The right to privacy, security, and respect of property and person
 - The right to be free from mental, physical, sexual and/or verbal abuse, neglect, or exploitation
 - The right to voice a complaint or concern regarding care or service. The availability of other sources to receive questions and complaints and assist in resolution
 - Organization policy regarding confidentiality and disclosure of medical information; including, patient privacy rights related to the collection of the Outcome and Assessment Information Set (OASIS):
 - The right to be informed that OASIS information will be collected and the purpose of the collection
 - The right to have the information kept confidential



- The right to be informed that OASIS information will not be disclosed except for legitimate purposes allowed by the Federal Privacy Act
 - The right to be informed that the collected OASIS data, OASIS Outcome-Based Quality Improvement (OBQI), OASIS Outcome-Based Quality Monitoring (OBQM), and/or publicly reported Quality Measure reports will be shared with accreditation surveyors as appropriate and this data may be used to identify and prioritize performance improvement activities
 - The right to refuse to answer questions
 - The right to see, review, and request changes on his/her assessment
- The right to have communication needs met
 - The right to choose whether or not to participate in research, investigations or experimental studies or clinical trials
 - The right to have cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected
 - The availability of the applicable toll-free home health agency hotline and other sources to receive questions or complaints and assist in resolution
- Patient and family/caregiver responsibilities will be explained upon admission and as needed. The patient and family/caregiver are responsible for:
 - Providing accurate and complete information about the present complaints, past illnesses, hospitalizations, medications, and other matters relating to the patient's health
 - Reporting unexpected changes in the patient's condition
 - Providing feedback regarding services, needs and expectations
 - Asking questions regarding care or services
 - Following instructions
 - Understanding and accepting the consequences for outcomes if the care, services, and/or treatment plan are not followed
 - Following the organization's policies and procedures concerning patient care and conduct
 - Showing respect and consideration for the organization's personnel and property
 - Meeting financial commitments by promptly meeting any financial obligation agreed to with the organization
 - The admitting clinician will provide each patient or his/her representative with a written copy of the Patient Rights and Responsibilities on admission.
 - The Patient Rights and Responsibilities will be explained and distributed to the patient prior to the initiation of organization services. This explanation will be in a language he/she can reasonably be expected to understand.



- The patient will be requested to sign the Patient Rights and Responsibilities form. The original form will be kept in the patient's clinical record. A copy will be maintained by the patient. The patient's refusal to sign will be documented in the clinical record, including the reason for refusal.

- The admitting clinician will document that the patient has received a copy of the Patient Rights and Responsibilities.
 - If the patient is unable to understand his/her rights and responsibilities, documentation in the clinical note will be made.
 - In the event a communication barrier exists, if possible, special devices or interpreters will be made available.
 - Written information will be provided to patients in the predominant languages of the population served.