

## **PATIENT'S RIGHTS AND RESPONSIBILITIES**

### **Patients have the right to:**

- Exercise your rights and be protected from discrimination or reprisal for exercising your rights.
- Have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
- Receive information about the services covered under your Hospice benefit.
- Be treated with respect and have your property treated with respect.
- Voice complaints 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 Hospice
- Voice complaints without fear of discrimination or reprisal for having done so. If you have a complaint, please call our office and ask for Salim Bhinderwala, Administrator @ 248.522-9572
- Be advised of the telephone number and hours of operation of the state's Home Health Hospice hotline, which receives complaints or questions about local home care agencies. The hours of operation are 24 hours a day, seven (7) days a week and the telephone number is 800-882-6006. The hotline also receives complaints about advance directives.
- Choose an attending physician.
- Receive information about the services covered under your Hospice benefit.
- Receive information about the scope of services that Hospice will provide and any specific limitations of Hospice services.
- Be free from mistreatment and mental, physical, sexual and verbal abuse, neglect and exploitation, including injuries of unknown source and misappropriation of patient property by anyone.
- Be advised in advance of the right to participate in developing the Hospice care plan and in planning changes in care before the change is made.
- Be informed of rights under state law to make decisions concerning medical care, including the right to accept or refuse medical or surgical treatment and the right to formulate advance directives.
- Be informed of policies and procedures for implementing advance directives, including any limitations if Hospice cannot implement an advance directive on the basis of conscience.
- Receive care without condition on, or discrimination based on, the execution of advance directives.
- Refuse care or treatment without fear of reprisal or discrimination and in accordance with law and regulation. If you are not legally responsible, your surrogate decision maker may refuse on your behalf as permitted by law.
- The patient's family or the person appointed pursuant to state law to act on the patient's behalf may exercise the patient's rights when the patient has been adjudged incompetent under state law by a court of proper jurisdiction. If a state court has not adjudged 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.
- Confidentiality of your medical record as well as information about your health, social and financial circumstances.
- Expect Hospice to release information only as required by law or authorized by the patient and to be informed of procedures for disclosure.

- Access, request an amendment to and receive an accounting of disclosures regarding your own health information as permitted under applicable law. I acknowledge that I have received my HIPAA Privacy Notice.
- Receive effective pain management and symptom control for conditions related to terminal illness.
- Respect for personal dignity, privacy and security.
- Have Hospice accommodate your right to pastoral and other spiritual services.
- Effective communication.
- Receive the Election Statement Addendum if there are conditions, items, services and drugs that Hospice has determined to be unrelated to the patient's terminal illness and related conditions and would not be covered by Hospice.

**Patients have the responsibility to:**

- Properly use and dispose of controlled substances and biologicals.
- Use and maintain equipment and supplies provided by Hospice.
- Follow responsibilities that have been outlined in your IDG plan of care.
- Follow infection control procedures that are relevant to your care.
- Notify Hospice of any perceived risks in your care or unexpected changes in your condition, e.g., changes in the plan of care, symptoms to be reported, etc.
- Provide a safe environment for care.
- Follow instructions and express any concerns you have about your ability to follow and comply with the proposed IDG plan of care. Hospice will make every effort to adapt the plan to your specific needs and limitations. If such changes are not recommended, Hospice will inform you of the consequences of care alternatives.
- Provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters related to the patient's health.
- Know that in the event of an emergency that disrupts Hospice's services to patient, that Hospice will make every effort to visit or telephone patient. However, if patient has a medical emergency and is not able to contact Hospice, the patient should access the nearest emergency medical facility.
- Ask questions about care or services when you do not understand your care or what you are expected to do.
- Show respect and consideration for Hospice's personnel and property.