

## **RESIDENTS' RIGHTS**

You have the right to be treated with dignity and respect.

You have the right to make a suggestion or voice a complaint without being interfered with or treated differently.

You have the right to visit or communicate with anyone you choose. You have the right to refuse visitors you don't want to see.

You have the right to receive the care you need, free of mistreatment or abuse.

You have the right to be free from restraints, whether physical (for example, a vest restraint) or chemical (for example, medications) except when necessary for your welfare or to protect you or others from injury.

You have the right to keep and use your personal belongings as long as there is enough space and they don't interfere with your roommate or other residents.

You have the right to vote.

You and your family have the right to organize, maintain and participate in resident or family councils.

You have the right to participate in activities of social, religious and community groups if you so desire.

You have the right to remain in your room unless you are transferred or discharged.

You have the right to return to the nursing home after a hospital stay, as soon as a bed is available, provided the facility is able to meet your medical needs and provided your welfare, or that of other residents, will not be adversely affected.

If you receive help from Medicaid in paying for your care, the facility will hold your bed for you up to ten days while you are in the hospital. If you pay for your care entirely with your own funds or with Medicare, this facility will hold your bed as long as you pay for it.

If you receive help from Medicaid, you may leave the nursing home for overnight visits for up to 24 days each year and still keep your bed in the nursing home. For example, you could go home for holidays. If you or Medicare pays for your care, you must make your own payment arrangements for overnight absences.

You have the right to stay in the nursing home unless:

- Staying there would adversely affect your welfare or that of other residents
- The nursing home can no longer provide the care you need
- Your bill isn't paid
- **The facility ceases to operate**
- You have been required to leave or transfer by a court of law

If you are asked to leave a facility, the facility must give you 30 days notice except in emergencies. If you need to be transferred to another room, the facility must give you 72 hours notice.

You may appeal our decision to discharge or transfer you and you may remain in your room while awaiting the decision.

**You have the right to participate in your treatment and care.**

You have the right to choose your own doctor.

You have the right to know your medical condition and you have the right to help plan your care and to know about different ways to have your care or treatment provided.

**If you have pain, you have the right to a professional assessment and management of pain.**

You have the right to refuse care or treatment, to the extent permitted by law, and to know what may happen if you refuse. This includes the right to leave the nursing home. The nursing home will not be held responsible if you choose to refuse treatment or care provided.

**You have the right to privacy and confidentiality.**

You have the right to privacy when someone visits.

You have the right to privacy in treatment and in care for your personal needs.

You have the right to send and receive mail unopened.

You have the right to use a phone in a quiet place for a private conversation.

You have the right to share a room with your spouse or your reciprocal beneficiary if you both live in the nursing home.

You have the right to have all your medical and personal records kept confidential, except as required by law or regulation. Staff may see your records in order to provide proper care, but they cannot talk about you outside of the nursing home.

**You have the right to be informed about services and charges and the facility's state inspection reports.**

You have the right to know the rules of the nursing home and what your responsibilities are.

You have the right to know what kinds of services the nursing home offers and how much you must pay for them.

You have the right to be informed about eligibility for hospice services and the circumstances under which hospice services may be available to you.

You have the right to manage your own money. The nursing home may help if you ask in writing and the nursing home will show you your financial records every three months.

You have the right to review reports of state and federal inspectors of the facility and the right to have a copy of the reports.

If you have a question about your rights,

Contact your local Ombudsman.

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