PATIENT/FAMILY BILL OF RIGHTS

The Community Hospice provides every patient/family admitted to Hospice with a copy of the Patient/Family Bill of Rights.

Each patient and family has:

1. The right to a life of quality, as free from suffering as possible and to receive effective pain and symptom control.

2. The right to complete, competent and timely care given with respect, dignity, and consideration. This includes respect for one’s privacy, property, security, and safety.

3. The right to be free from mistreatment, neglect or verbal, mental, sexual and physical abuse, including injuries of unknown source and misappropriation of one’s property. Any allegations will be immediately responded to by The Community Hospice, corrective actions taken, and reported as required to state, federal and regulatory organizations.

4. The right to be listened to and to participate in the development of the patient/family care plan and decisions regarding the course of care.

5. The right to know the names and functions of those people responsible for coordinating, rendering, and supervising your health care, including the identity of other health care providers with which the agency has contractual relationships, and to expect that staff members will listen to voiced concerns and/or complaints.

6. The right to choose one’s own attending physician.

7. The right to be fully informed of one’s medical condition, including alternatives to care and risks involved and to have any and all questions answered honestly.

8. The right to be given information in a language or form the patient/representative can reasonably understand.

9. The right to be informed on continuing health care needs following transfer if requested, and to be involved in the plan for the provision of such care.

10. The right to privacy and confidentiality pertaining to patient/family records and to approve or refuse their release to any individual outside The Community Hospice, except in the case of transfer to another healthcare facility, or as required or permitted by law.
11. The right to be informed of patient rights, options, services that The Community Hospice provides, the charges and fees for such services which the patient will be responsible for and specify limitations on those services.

12. The right to be fully informed of any changes in billing policies, payment procedures and any changes in the information provided on admission as they occur within 30 days from the date that the organization is made aware of the changes.

13. The right to select alternative vendors for contracted services, other than those designated as hospice providers, with the understanding that the patient will be responsible for any and all charges associated with selecting a non-hospice designated vendor.

14. The right to formulate written or oral instructions regarding the patient’s health care in the event the patient becomes incapacitated or is unable to direct his or her own health care. Services will be provided whether or not any advance directive has been executed.

15. The right to refuse care or treatment.

16. The right to refuse to participate in experimental research and to refuse medications and treatment after being fully informed of and understanding the consequences of such action.

17. The right to participate in the resolution of conflict in care decisions or ethical issues arising in patient care. Patients are urged to notify their hospice nurse with any ethical questions or concerns.

18. The right to be informed of any beneficial relationship between the hospice organization and any referring organization.

19. The right to recommend changes in policies and services to hospice staff, the area office of the New York State Health Department, or any other representative, free from restraint, interference, coercion, discrimination or reprisal.

20. The right to care without discrimination on the basis of race, color, religion, sex, national origin, age, lifestyle, source of payment or handicap.

21. The right to complain without fear of reprisal about the care and services the patient is receiving. The Community Hospice strongly urges patients and/or families to call any team member and/or the Patient Care Supervisor with any and all questions, concerns or complaints about your care and service. The Community Hospice will respond and immediately investigate the complaint. If the patient is not satisfied
with hospice’s response to the complaint, the patient may request an appeal. Appeals are conducted by a designated committee member of The Community Hospice Board of Trustees within 30 days of a request for an appeal.

22. At any time, the patient has the right to call the New York State Department of Health Hotline at 1-800-628-5972. You may also contact the Community Health Accreditation Program Hotline at 1-800-656-9656, Monday through Friday, 8:00 a.m. to 5:00 p.m.

23. Upon request, information regarding liability insurance will be distributed.