



CAREPARTNERS HOSPICE & PALLIATIVE CARE

PATIENT RIGHTS AND RESPONSIBILITIES

CarePartners Hospice & Palliative Care is a coordinated health care program which provides palliative care to patients, as well as supportive care to patients, their families, and significant others. We are responsible for informing you or your family or guardian of your rights and responsibilities before treatment begins; and to protect and promote your rights, which include the following:

Control of Treatment and Services

You have control of your care including a right to:

- Receive appropriate and compassionate care, regardless of diagnosis, race, age, gender, creed, disability, sexual orientation or the existence or lack of advanced care directives.
- Care provided in accordance with physician's orders and a plan of care developed by the Hospice interdisciplinary team.
- Be informed of your medical condition, including diagnosis and prognosis unless medically contraindicated.
- Receive timely notice of anticipated discharge or transfer and to participate in the planning of such changes.
- Be fully informed about the purpose, and potential benefits and risks of any medical treatments.
- Accept or refuse treatments and/or services and to be informed of any consequences of refusal of treatment and/or services.
- Formulate advance care directives, such as living will or health care power of attorney.
- Be assured that you and your caregiver will be taught about your illness and care.
- Be assured that the personnel who provide your care are and appropriately supervised.

Dignity, Respect, and Privacy

During your stay of care, you have the right to:

- Have all information about you, written or otherwise, held in confidence and released only as required by law or authorized by you.
- Be treated with respect and consideration, including privacy during care and respect of your property.
- Know that staff are prohibited from smoking in your home.
- Expect hospice to provide a safe and secure environment if you receive hospice care at Solace.

- Know how to register a complaint or grievance with hospice about staff or services, without fear of discrimination or reprisal including the right to resolve issues.
- Have your complaint investigated within 72 hours and to know the disposition of that complaint.

To register a complaint or grievance with hospice about staff or services, contact the Hospice Clinical Director at (828) 255-0231, ext. 8357 or CarePartners Director of Patient and Guest Relations at (828) 274-9567, ext. 4243 or you may register a complaint with the North Carolina Division of Facility Services (DFS). (*See Hotline # in following paragraph.*) For other information or questions, you can contact CarePartners at (828) 277-4800 or at its location: 68 Sweeten Creek Road, Asheville, NC 28803.

Complaints may be made by calling the NORTH CAROLINA DIVISION OF FACILITY SERVICES (DFS) HOTLINE at 1-800-624-3004 (within NC) or 919-733-8499. The mailing address is Complaint Intake Unit, Division of Facility Services, 2717 Mail Service Center, Raleigh, NC 27699.

Quality of Care

During your stay of care, you have the right to:

- Receive care of the highest quality.
- Be admitted by a hospice organization only if it is assured that all reasonable and necessary medical and supportive services will be provided to promote the physical, psychological, social and spiritual well-being of the dying patient and family.
- Be told what to do in the case of an emergency, including access to emergency services for life support if you so desire.

Financial

During your stay of care, you have the right to:

- Be informed of the extent to which payment may be expected from Medicare, Medicaid or any other payor known to the hospice organization.
- Be informed of any charges that will not be covered by Medicare or other third party payor.
- Be informed of the charges for which the patient may be liable.
- Receive this information, orally and in writing, within 15 working days of the date the hospice organization becomes aware of any changes in charges.
- Have access, upon request, to all bills for service received, regardless of whether they are paid out-of-pocket or by another party.
- Be informed of the hospice's ownership status and it's affiliation with any entities to which the patient is referred.

Patient/Family Responsibilities

Successful care requires active participation, cooperation, and support of the patient and caregivers. Your responsibilities include:

- Ensuring a safe environment for the patient and hospice staff.
- Remaining under the care of a physician.
- Notifying hospice if you will not be home for a scheduled visit, except for emergencies.
- Participating in the plan of care development and notifying hospice of any significant changes in your medical condition.
- Providing self-care and/or care for the patient to the extent possible, including the provision of medications. Non-licensed hospice personnel (chaplains, volunteers, nursing assistants, and social workers) are not allowed under North Carolina law to administer any medications.
- Directing all complaints or concerns regarding services to the Clinical Director.
- Paying for hospice services not covered by reimbursement sources in a manner mutually agreed upon at time of admission.
- Refraining from offering gifts to hospice staff. If you are especially happy with the performance of a staff member, please contact their supervisor.
- Ensuring that Hospice staff is free from threat or injury. Weapons should not be present while Hospice staff is providing your care. The presence of weapons during hospice care may result in an immediate discharge from hospice.
- Respecting that weapons should not be brought into hospice facilities.

CarePartners Hospice & Palliative Care maintains policies and procedures related to the Patient Self-determination Act and ethical decision making. Copies of these policies are available to you upon request. A copy of our resuscitation policy is provided at admission.