

Patient/Family Bill of Rights and Responsibilities

Hospice & Palliative Care of Greater Wayne County, a non-profit agency, guarantees patients and families the right to:

- ♦ choose his/her attending physician and be involved in developing and revising the plan of care.
- ♦ be informed of the hospice philosophy and concepts of care, admission criteria, services to be provided, specific limitations to services and other options of care that are available and to have that information communicated in an easily understood manner.
- ♦ receive quality care including effective pain management and symptom control for conditions related to the terminal illness. Care is provided regardless of race, religion, color, sex, national origin, ancestry, age, disability, veteran status, diagnosis, or ability to pay.
- ♦ receive information, both verbally and in writing, about available services and charges not covered by Medicare, Medicaid or private insurance.
- ♦ be informed about the ways to prepare advance directives such as a Do Not Resuscitate form, a Living Will, and/or the Durable Power of Attorney for Health Care.
- ♦ receive individualized care that is respectful of patient and family values from a reliable, qualified, and well-trained Interdisciplinary Team.
- ♦ be free from mistreatment, neglect or verbal, mental, sexual and physical abuse, including injuries of unknown source.
- ♦ expect confidentiality, privacy, and security in all matters.
- ♦ have personal property respected.
- ♦ receive honest answers to questions regarding health status, treatment, and condition.
- ♦ be involved in resolving any ethical issues that may arise.
- ♦ accept or refuse treatment and receive information on possible consequences of such actions.
- ♦ refuse service or withdraw from the program at any time.
- ♦ be given information regarding anticipated change in healthcare providers, and/or termination of hospice care services, and to be informed of any financial benefit to the provider.
- ♦ communicate concerns, fears, and needs to sensitive and supportive staff; to voice grievances and recommend changes in service delivery or agency policy without interference, discrimination, or reprisal.

Issues may be discussed with the Registered Nurse, the Social Worker or the Compliance Coordinator by calling (330) 264-4899 or 1-(800)-884-6547. All concerns will be investigated and documented by the Compliance Coordinator. If a complaint is not handled adequately by Hospice & Palliative Care of Greater Wayne County, a consumer hotline is available through CHAP (Community Health Accreditation Program) at 1-(800)-656-9656. In addition the Ohio Department of Health hotline for health facility complaints may be contacted at 1-(800)342-0553, or the Medicare Quality Improvement Organization at 1-(800)589-7337.

For concerns about a nursing home, the Long-Term Care Ombudsman program may be contacted at 1-(800)-421-7277.

Hospice & Palliative Care of Greater Wayne County patients and family members have the responsibility to:

- ♦ provide accurate information and to promptly report changes in the patient's physical condition to hospice staff.
- ♦ provide for the caregiving needs of the patient. Hospice & Palliative Care of Greater Wayne County will work to support patient and caregivers, but cannot assume responsibility for caregiving.
- ♦ maintain a safe environment for the patient and hospice staff.
- ♦ be cooperative and respectful of all hospice staff.
- ♦ participate in the development and updating of the hospice plan of care, and to abide by the plan of care.
- ♦ contact Hospice & Palliative Care of Greater Wayne County promptly when the patient is not going to be available for a scheduled visit, when the patient experiences problems with pain and/or symptom control, or before care is initiated that is not authorized in the plan of care.
- ♦ request further information regarding concerns and problems that are not understood clearly.

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