

Your Rights as a Hospice Patient

As a patient, you have the right to:

1. Be cared for by a team of professionals who will provide high quality comprehensive services as needed and appropriate for you and your family (including extended and alternative family).
2. Have a clear understanding of the availability of and access to Hospice services and the Hospice team 24 hours a day, seven days a week.
3. Appropriate and compassionate care, regardless of diagnosis, race, age, gender, creed, disability, sexual orientation, place of residence, or the ability to pay for the services rendered.
4. Be fully informed regarding your health status in order to participate in the planning of your care. The Hospice professional team will assist you and your family in identifying which services and treatments will help you attain goals.
5. Be fully informed regarding the potential benefits and risks of all medical treatments or services suggested and to accept or refuse those treatments and/or services as appropriate to your personal wishes. The Hospice professional team will provide you with information pursuant to the Patient Self-Determination Act about ways to make your wishes known to those caring for you.
6. Be treated with respect and dignity for your person, family, caregivers and property. All patients will be addressed by appropriate courtesy titles, i.e. Mister, Misses, Doctor, etc., unless otherwise requested.
7. Have your family and/or caregiver trained in effective ways of caring for you when self care is no longer possible.
8. Confidentiality with regard to information concerning your health status, as well as social and/or financial circumstances. Patient information and/or records will be released only with your or your personal representative's written consent, or as required by law.
9. Voice grievances concerning patient care, treatments, and/or respect for person or privacy without being subject to discrimination or reprisal and have such complaints investigated.
10. If grievance is not addressed to the patient's satisfaction, the patient/family has the right to contact state licensure department and area ombudsman.
11. Be informed of any fees or charges in advance of services for which you may be liable. You have the right to access any insurance or entitlement program for which you may be eligible.
12. Discontinue Hospice services at any time.
13. Expect bereavement follow-up services be provided to your family.

As a patient, you have the responsibility to:

1. Participate in developing your plan of care updating it as your condition or needs change.
2. Provide Hospice with accurate and complete health information.
3. Remain under a doctor's care while receiving Hospice services.
4. Assist Hospice staff in developing and maintaining a safe environment in which your care can be provided.