

Patient Information - Hospice Bill of Rights - Patient/Agency Responsibilities Scope of Services - Hospice Aide Responsibilities

Hospice Bill of Rights

The Law provides certain rights as a hospice Patient. These include the right:

1. A Patient has the right to exercise his or her rights as a Patient of the hospice.
 - To formulate Advanced Directives
 - In the case of a Patient adjudged incompetent, the rights of the Patient are exercised by the person appointed by law to act on the Patient's behalf.
 - In the case of a Patient who has not been judged incompetent, any legal representative may exercise the Patient's rights to the extent permitted by law. The Patient has the right to have assistance in understanding and exercising his or her rights.

2. A Patient has the right to have his or her person and property treated with consideration, respect, and full recognition of his individuality and personal needs.

3. A Patient has the right to voice grievances regarding treatment or care that is or fails to be furnished, or regarding the lack of respect for property by anyone who is furnishing services on behalf of the hospice and shall not be subjected to discrimination or reprisal for doing so.
 - The hospice shall investigate complaints made by a client or the client's family or guardian regarding treatment or care that is or fails to be furnished, or regarding the lack of respect for the client's property by anyone furnishing services on behalf of the hospice, and must document both the existence of the complaint and steps taken to resolve the complaint.
 - The investigation and documentation must be initiated within 10 calendar days and completed within 30 calendar days after the hospice receives the complaint unless the hospice has and documents reasonable cause for delay.

4. A Patient has the right to be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of Patient property.

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5. A Patient has the right to be informed, in advance about the services covered under the hospice benefit, scope of services and care to be furnished, the plan of care, expected outcomes, barriers to treatment and of any changes in the care to be furnished.
 - The hospice shall advise or consult with the Patient or legal representative in advance of any change in the plan of care.
6. A Patient has the right to participate in the planning of the care.
 - The hospice shall advise the Patient in advance of the right to participate in planning the care or treatment and in planning changes in the care or treatment.
7. A Patient has the right to refuse care and services.
8. A Patient has the right to be informed of the availability of short term inpatient care for pain control, management and respite purposes and the names of the facilities with which the hospice has a contract agreement.
9. A Patient has the right to be informed, before care is initiated, of the extent to which payment may be expected from the Patient, third-party payers, and any other source of funding known to the hospice.
10. A Patient has the right to receive effective pain management and symptom control from hospice for conditions related to the terminal illness.
11. A Patient has a right to choose his or her attending physician.
12. A Patient has a right to unlimited contact with visitors and others.
13. A Patient has the right to an environment that preserves dignity and contributes to a positive self-image.
14. A patient has the right to have cultural, psychosocial, spiritual and personal values, beliefs, and preferences respected.
15. A Patient has the right to effective communication and to assistance in understanding and exercising his/her rights.



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16. A Patient has the right to privacy and to have his/her personal health information kept confidential.
17. A patient has the right to access, request amendment to and receive an accounting of disclosures regarding their own health information as permitted under law.
18. A patient has the right to choose whether or not to participate in research, investigation or experimental studies or clinical trials.
19. A patient has the right to receive information about the individual(s) providing their care, treatment, or services.

Hospice Scope of Services

Nursing Service
Hospice Aide
Nutritional Counseling
Patient/Family Counseling
Volunteers

Physician Service
Medical Social Worker
Bereavement
Spiritual Counseling

- * Therapy
- * Continuous Home Care
- * Medical Equipment/Supplies
- * Routine Home Care

- * Pharmacy
- * General Inpatient Care
- * Inpatient Respite

** For non-Medicare/Medicaid Patients, these services will be coordinated with your insurance carrier and/or other third party payers.*

Hospice Aide Responsibilities

- Bathing/Hygiene
- Hair/Nail Care
- Dress
- Assist with Ambulation/Transfers
- Assist with elimination
- Linen Change
- Range of Motion

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- Light Meal Preparation
- Light housekeeping pertaining to Patient
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The Hospice Aide responsibilities DO NOT INCLUDE:

- Vacuum/Mop entire House
- Wash Windows
- Clean cupboards/closets
- Mow Lawn
- Transportation

If uncovered services are needed, please notify the Agency or the Nurse so an attempt can be made to assist with this need.

Non-Discrimination

Agency does not discriminate:

- In admissions or treatment on the basis of age, race, color, religion, military status, gender preference, genetic information, sex, marital status, national origin, disability, or source of payment;
- On the basis of age in the provision of services(except where age is a factor necessary to normal operation or achievement of statutory objectives

Patient Responsibilities

1. To provide medical and personal information necessary to plan and carry out care, including information on advanced directives.
2. To provide Agency with information about expectations of and satisfaction with the organization.
3. To ask questions when you do not understand care, treatment, or services, or what you are expected to do.

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4. To follow instructions agreed upon by you and the Agency and to express any concerns about your ability to follow the instructions.
5. Accept consequences: Accept your share of the responsibility for the outcomes if you do not follow the instructions provided.
6. To provide information and releases when required for billing purposes. Promptly meet financial commitments.
7. To allow the Agency to act on your behalf in filing appeals of denied payments of service and to the fullest extent possible in such appeals.
8. To be available to the staff for home visits at reasonable times.
9. To notify the Agency if you are going to be unavailable for a visit.
10. To provide a safe working environment for the hospice staff.
11. To notify the Agency of any changes in physician orders.
12. To participate with the Agency staff in developing a Patient/family Emergency Preparedness and Response Plan.
13. To inform the Agency of any dissatisfaction with service or care.

Agency Responsibilities

1. To be available to respond to the physician and Patient in a timely manner.
2. To provide hospice care utilizing a team approach.
3. To submit written documentation and medical information to the physician, in a timely manner. To include:
 - Interdisciplinary Plan of Care
 - IDT Updates

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- Discharge Summary
4. To follow the IDT Plan of Care as ordered by the attending physician and IDT.
 5. To notify the physician of changes in the Patient's status.
 6. To promote and protect the Patient's rights.
 7. To ensure that the Patient understands their rights and how to exercise their rights.
 8. To provide supplies, drugs, and biologicals per plan of care for palliation and management of the terminal illness.
 9. To provide patient with amount of assistance requested to complete registration process for evacuation assistance of 2-1-1.
 10. To triage patients during an emergency/disaster, offering assistance according to triage level and need.
 11. To re-evaluate patients following an emergency/disaster and providing care according to need.

Physician Responsibilities

1. To certify the terminal prognosis of the patient, including a brief narrative.
2. To provide explicit information and timely hospice orders for the benefit of the patient.
3. To make Agency aware of the availability of physician medical coverage for the patient and inform Agency who to contact after hours or in case of an emergency.
4. To function as a part of the Interdisciplinary team and sign physician orders on a timely basis.
5. To coordinate patient care with the attending physician.