

Rights and responsibilities ... Patient and Family Bill of Rights

As a BJC Hospice patient, you have a right to be notified of your rights and obligations. You and your caregivers have the right to not be discriminated against based on race, color, religion, national origin, source of payment, age, sex or handicap. Furthermore, you have a right to freedom from restraints and to be treated with respect and dignity including respect for your property. Our organization and staff have an obligation to protect and promote the rights of their patients, including the following rights:

Patient Rights

Dignity and respect

Patients have the right:

- To have a relationship with hospice staff based on honesty and an ethical standard of conduct
- Not to be deceived and to know the truth about his or her diagnosis and prognosis
- To have his or her property treated with respect
- To an investigation of any complaints made regarding poor treatment or poor care or lack of respect for the patient or property by anyone furnishing services on behalf of BJC Hospice
- To complaints and their resolution being documented in writing
- To be advised of the availability of the toll-free home health hotlines:

The Missouri hotline number is (800) 392-0210

The Illinois hotline number is (800) 252-4343

These lines are available 24 hours a day, seven days a week. The purpose of the hotlines is to receive complaints or questions about local home health and hospice agencies. The patient also has the right to use the hotline to lodge complaints arising from miscommunication or lack of required communication concerning advance directives.

Decision making

Patients have the right:

- To participate in the planning of their care
- To be informed in advance of the care to be furnished, who will furnish the care and the frequency of visits, and to give an informed consent
- To be advised of any change in the plan of care before the change is made
- To be informed of rights under State law to make decisions concerning medical care including the right to accept or refuse treatment and the right to formulate advance directives
- To receive information from hospice regarding its policies on advance directives, including a description of State law
- To formulate an advance directive for medical care which will be honored by hospice to the extent provided by law, as long as hospice is provided with a copy
- To refuse treatment within the confines of the law and to be informed of the consequences of that action
- To refuse experimental treatments and/or to participate in research
- To retain his or her individuality and not be judged for decisions which may be contrary to the beliefs of others
- To have his or her family or guardian exercise the patient's rights when the patient has been judged incompetent
- To determine the disposition of his or her body both at and after death

Privacy

Patients have the right:

- To confidentiality of information about his or her health, social and financial circumstances and about what takes place in the home
- To expect BJC Hospice to release information only as required by law or authorized by the patient

Financial information

Patients have the right:

- To be informed of the extent to which payment may be expected from Medicare, Medicaid or any other payer known to BJC Hospice
- To be informed of the charges that will not be covered by Medicare
- To receive this information orally and in writing
- To have access, upon request, to all bills for service

Quality of care

Patients have the right:

- To receive excellent care
- To choose their health care providers
- To be admitted by the hospice organization only if it has the resources needed to provide safe and professional care at the level the patient requires
- To transfer to another hospice one time during the Medicare/Medicaid certification
- To the appropriate assessment and management of pain; as a patient of BJC Hospice, you can expect:
 - Your reports of pain will be believed
 - To receive information about pain and pain relief measures
 - A concerned staff committed to pain prevention and management
 - Health professionals who respond quickly to reports of pain
 - Effective pain management
- To expect continuing medical and nursing attention even though 'cure' goals are changed to 'comfort' goals
- To receive a timely response from hospice to a request for service

Patient Responsibilities

Patients have the responsibility:

- To notify hospice of changes in their conditions (e.g. hospitalization, changes in the plan of care, symptoms)
- To follow the plan of care recommended by the practitioner or informing hospice if unable to do so
- To notify hospice if the visit schedule needs to be changed
- To inform hospice of the existence of and any changes made to advance directives
- To advise hospice of any problems/dissatisfaction with the services provided
- To provide a safe environment for care to be provided
- To carry out mutually agreed responsibilities
- To provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to their health
- To accept the results of their decision if they do not choose treatment
- For assuring that financial obligations of their hospice accounts are fulfilled as promptly as possible
- To notify hospice of any special needs such as assistive devices or interpretive needs
- To inform hospice of health insurance coverage, or changes, lapse or discontinuation of coverage