	Department: Corporate Compliance	Policy No.: 510
	TITLE: PATIENT RIGHTS AND WRITTEN NOTICE TO PATIENTS	
Effective Date: 1/1/15	Revised: 1/1/15	

PATIENT RIGHTS AND WRITTEN NOTICE TO PATIENTS

SCOPE:

All Ascension At Home, LLC colleagues. For purposes of this policy, all references to “colleague” or “colleagues” include temporary, part-time and full-time employees, independent contractors, clinicians, officers and directors.

PURPOSE:

To provide guidance to all of Ascension At Home, LLC and its subsidiaries’ (the “Company”) colleagues in order to ensure that patients are informed of their rights and responsibilities.

POLICY:


It is the policy of the Company to inform patients of their rights and responsibilities both verbally and in writing before hospice services begin.

PROCEDURE:

Notice of Patient’s Rights

- The Company will provide the patient or representative with verbal and written notice of the patient’s rights and responsibilities in advance of furnishing care to the patient. Such verbal and written notice shall be provided in a language and manner that that patient understands.
- The Company will maintain documentation showing that is has complied with the above requirements including documentation with the patient’s or representative’s signature confirming that he or she has received a copy of the notice of rights and responsibilities.
- The written notice of the patient’s rights will include the rights described in this Policy.


Hospice Election Statement

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- Every Company patient or representative will file an election statement of hospice care with the Company.
- The election statement must contain:
 1. Identification of the Company as the hospice that will provide care to the patient.
 2. The patient's or representative's acknowledgement that he or she has been given a full understanding of the palliative rather than curative nature of hospice care, as it relates to the patient's terminal illness.
 3. A reminder of the terminal illness eligibility requirements for receiving hospice care.
 4. Acknowledgement that the patient waives the right to receive standard Medicare benefits related to terminal illness, other than those provided through the Company or under arrangements made by the Company.
 5. The effective date of the hospice election, which may be the first day of hospice care or a later date, but may be no earlier than the date of the election statement.
 6. The signature of the patient or representative.

Exercise of Rights and Respect for Property and Person


- The Company shall disclose the following rights to the patient:
 1. The patient has the right to exercise his or her rights as a patient of the Company;
 2. The patient's family, guardian, or representative may exercise the patient's rights when the patient has been judged incompetent or when the patient has designated a legal representative in accordance with state law;
 3. The patient has the right to have his or her property and person treated with respect;

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4. The patient has a right to be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property.
5. The patient has a right to receive information about the services covered under the Medicare hospice benefit, if applicable;
6. The 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 Company;
7. The patient will not be subjected to discrimination or reprisal for exercising his or her rights;
8. The Company employees must immediately report all alleged violations to the hospice administrator;
9. The Company must investigate any of the above grievances voiced by the patient (or patient representative);
10. The Company must take appropriate corrective action in accordance with state law if the alleged violation is verified; and
11. The Company must ensure that all verified violations are reported to state and local bodies within 5 working days of becoming aware of the violation.

Patient's Right to Be Informed and Participate in Planning Care

- The patient has the right to be informed, in advance, of the care to be furnished, and of any changes in the care to be furnished.
 1. The Company must advise the patient about the scope of services that the Company will provide and the specific limitations on those services.
 2. The Company must advise the patient in advance of any change in the place of care before the change is made.
 3. The Company must inform the patient of the right to receive effective pain management and symptom control from the hospice for conditions related to the patient's terminal illness.

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4. The Company must advise the patient of the right to be involved in developing her or her hospice plan of care.
 5. The Company must advise the patient of his or her right to refuse care or treatment.
 6. The Company must advise the patient of the right to choose his or her attending physician.
- The patient has the right to participate in the planning of care.
 1. The Company must 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.
 2. The Company will comply with federal and state requirements relating to maintaining written policies and procedures regarding advance directives.
 - The Company must inform and distribute written information to the patient about its policies on advance directives, including a description of applicable state law.
 - The Company may furnish advance directives information to a patient at the time of the first home visit, as long as the information is furnished before care is provided.

Confidentiality of Medical Records

- The patient has the right to confidentiality of the clinical records maintained by the Company. The Company must advise the patient of its policies and procedures regarding disclosure of medical records.

Patient Liability for Payment

- The patient has the right to be advised, before care is initiated, of the extent to which payment for Company services may be expected from Medicare or other sources, and the extent to which payment may be required from the patient.

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- Before hospice care is initiated, the Company must inform the patient, verbally and in writing, of:
 1. The extent to which payment may be expected from Medicare, Medicaid, or any other Federally funded or aided program known to the Company;
 2. The charges for services that will not be covered by Medicare; and
 3. The charges that the patient may have to pay.
- The patient has the right to be advised verbally and in writing of any changes to the above information when they occur. The Company must advise the patient of these changes verbally and in writing as soon as possible, but no later than 30 calendar days from the date that the Company becomes aware of a change.
- For Medicare patients, notice shall be provided in accordance with CMS requirements for Advance Beneficiary Notices.