

Notice of Patient Rights Policy and Procedure

42 C.F.R. §484.50

Agency name: _____ Effective date: _____

Policy version number: _____ Date of last review/update: _____

POLICY:

Patients of [*Agency name*] (“Agency”) have a number of important rights. Agency recognizes these rights and respects them at all times. Agency staff is expected to observe and honor these rights as well. A patient and/or the patient’s representative(s) cannot exercise these rights if the patient is unaware of their rights. Patients are entitled to notice of their rights at the initial evaluation visit. This policy and procedure governs how Agency provides notice to the patient as well as the patient’s legal representative and/or patient-selected representative.

1. Patient rights

1.1. The patients’ rights are to be respected and honored at all times by our staff. As an agency, we will respect and promote our patients’ rights as well our patients’ exercise of those rights. We will not discriminate or retaliate against a patient or a patient’s representative for exercising their rights, including but not limited to, making a complaint. Any employee who engages in discriminatory or retaliatory conduct against a patient or patient representative for exercising their rights or making a complaint will be disciplined. Our procedures for upholding the patient’s rights are outlined in our Patient Rights Policy and Procedures [*Policy number*]:

1.2. Patients are notified of the following rights afforded to them under the Conditions of Participation (42 C.F.R. § 484.50(c)) as outlined in this policy and procedure:

- The right to have his or her property and person treated with respect;
- The right to be free from verbal, mental, sexual, and physical abuse including injuries of unknown source, neglect and misappropriation of property;
- The right to make complaints to the HHA’s administrator regarding treatment or care that is (or fails to be) furnished and the lack of respect for property and/or person by anyone who is furnishing services on behalf of the HHA. Patients will be provided with the administrator’s business address, business telephone number and business email for purposes of submitting complaints to the administrator. When a complaint is received, the administrator will follow the Agency’s Policies and Procedures on Receipt and Investigation of Complaints;
- The right to participate in, be informed about, and consent or refuse care in advance of and during treatment, where appropriate, with respect to:
 - Completion of all assessments;
 - The care to be furnished, based on the comprehensive assessment;
 - Establishing and revising the plan of care;