



BILL OF PATIENT RIGHTS & RESPONSIBILITIES

Hospice patients have a right to be notified in writing of their rights and obligations before treatment begins and to exercise those rights. The patient's family or guardian may exercise the patient's rights when the patient has been judged incompetent. Gulfside Hospice & Pasco Palliative Care has an obligation to protect and promote the rights of their patients, including the following rights:

A Right to Dignity and Respect

Hospice patients and their caregivers have a right to not be discriminated against based on race, color, religion, national origin, age, sex, or handicap. Furthermore, patients and caregivers have a right to mutual respect and dignity, including respect for property. Gulfside Hospice & Pasco Palliative Care associates are prohibited from accepting personal gifts and borrowing from patients.

Patients have the right:

- to have relationships with hospice staff that are based on honesty and ethical standards of conduct;
- to be involved and receive support in the resolution of ethical issues concerning their hospice care;
- to be offered a qualified sign/language interpreter to assist you in communicating with us.

Decision Making

Patients have the right:

- to be notified in advance about the care that is to be furnished, the types of caregivers who will provide care, and the frequency of the visits that are proposed;
- to be advised of any change in the plan of care before the change is made;
- to be informed of the hospice medical diagnosis and prognosis for care;
- to participate in the planning of the care and in planning changes in the care, and to be advised that they have the right to do so;
- to be informed in writing 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 be informed in writing of policies and procedures for implementing advance directives, including any limitations if the provider cannot implement an advance directive on the basis of conscience;
- to have health care providers comply with advance directives in accordance with state law requirements;
- to receive care without condition on, or discrimination based on, the execution of advance directives;
- to refuse service without fear of reprisal or discrimination; and
- to be involved in decisions to withhold resuscitation and forego or withdraw life sustaining care.

Nondiscrimination and Grievance

Patients have the right:

- to be informed of the procedure they can follow to report a complaint to the hospice provider about the care that is, or fails to be, furnished and about a lack of respect for property;
- to know about the disposition of such complaints;
- to voice their grievances without fear of discrimination or reprisal for having done so;
- to be advised of the telephone number and hours of operation of the state's hospice "hot line" which receives questions and complaints about local hospice agencies, including implementation of advance directive requirements:

Florida Hospice & Palliative Care Association

2000 Apalachee Parkway, Suite 200
Tallahassee, Florida 32301
Office: (850) 878-2632
Fax: (850) 878-5688
Toll-Free Consumer Hotline: (800) 282-6560

Florida Medical Quality Assurance Organization

Appeals: (866) 800-8768
Main Telephone Number: (813) 354-9111
Medicare Beneficiary Helpline Number: (800) 844-0795
Provider Access: (800) 564-7490
Hours: Mon-Fri, 8am-4:30pm, Eastern Standard Time
Address: 5201 W. Kennedy Boulevard Suite 900
Tampa, Florida 33609-1822

Quality of Care

Patients have the right:

- to receive care of the highest quality;
- to be admitted by Gulfside Hospice & Pasco Palliative Care only if it has the resources needed to provide the care safely and at the required level of intensity, as determined by a professional assessment; and by informing the patient of any limitations so an informed decision can be made regarding service;
- to appropriate assessment and management of pain and other symptoms; and
- to be told what to do in the case of emergency.

Gulfside Hospice & Pasco Palliative Care shall assure that:

- all medically related hospice needs are provided in accordance with physician's orders and that a plan of care specifies the services and their frequency and duration;
- all medically related personal care is provided by an appropriately trained hospice aide who is supervised by a hospice registered nurse; and
- patients and / or patient representatives participate in prompt and orderly transfers to other organizations or level of care.

Financial Responsibility

Patients have the right:

- to be informed of the extent to which payment may be expected from Medicare, Medicaid, or any other payor known to the home care provider;
- to be informed of the charges that will not be covered by Medicare;
- to be informed of the charges for which the patient may be liable;
- to receive this information, orally and in writing, before the care is initiated and within 30 calendar days of the date the hospice provider becomes aware of any changes; and
- to have access, upon request, to all bills for service the patient has received regardless of whether the bills are paid out-of-pocket or by another party.

Patient Responsibility

Patients have the responsibility:

- to notify the provider of any change in their condition, (e.g., hospitalization, changes in the plan of care, symptoms to be reported);
- to participate in and to follow the plan of care;
- to notify the provider of any concerns about their understanding or their ability to follow the plan of care;
- to notify the provider if the visit schedule needs to be changed;
- to notify the provider of any changes in insurance coverage for hospice;
- to inform providers of the existence of any changes made to advance directives;
- to advise the provider of any problems or dissatisfaction with the services provided;
- to provide a safe home environment for the delivery of care and services by the Gulfside Hospice & Pasco Palliative Care employee;
- to carry out mutually agreed responsibilities; and
- to notify Gulfside Hospice & Pasco Palliative Care when a piece of equipment is no longer needed or not functioning
- to notify us if the caregiver can no longer meet his/her responsibilities.