

Your Rights as a Hospice Patient

As a patient of Compass Hospice, you have the right to:

- Be treated with respect, consideration, and recognition of your dignity and individuality.
- Receive care without discrimination based on race, color, national origin, religion, gender, sexual orientation, disability, age, or payment source.
- Be free from verbal, mental, sexual, and physical abuse, neglect, exploitation, or misappropriation of property.
- Freedom from physical restraint through the use of medications unless they are prescribed by a doctor.
- Receive a clear explanation of your diagnosis, prognosis, and treatment options.
- Be involved in developing and updating your plan of care.
- Refuse care or treatment to the extent permitted by law and be informed of the possible consequences of refusal.
- Choose your attending physician.
- Receive effective management of pain and other symptoms related to your terminal illness.
- Receive care in a timely manner according to your needs.
- Personal privacy and confidentiality of your medical records, as protected under HIPAA.
- Be informed of the agency's privacy practices.
- Receive information in the language and manner you understand.
- Voice concerns, complaints, or grievances about care or treatment without fear of reprisal.
- Have grievances investigated promptly and be informed of the resolution.
- Contact outside agencies if desired:
 - **South Carolina Department of Public Health (SCDPH) – Hospice Program
1-800-922-6735 (Toll-Free Complaint Line)**
 - **Medicare Beneficiary Ombudsman – 1-800-MEDICARE (1-800-633-4227)**
 - **Office for Civil Rights (OCR) – 1-800-368-1019**
- Receive information about your right to make healthcare decisions, including the right to accept or refuse treatment, and to complete advance directives (Living Will, Health Care Power of Attorney).
- Have your advance directives honored to the extent permitted by law.
- Be informed of circumstances in which you may be discharged from hospice (e.g., if you revoke the hospice benefit, move out of the service area, or if hospice determines you are no longer eligible).
- Receive a written notice before transfer or discharge.
- Be informed of all services covered by hospice, services not covered, and any potential financial responsibility before care begins.

If a patient has been adjudged incompetent under state law the rights of the patient are exercised by the person appointed to act on the patient's behalf; if a state court has not adjudged a patient incompetent any legal representative designated by the patient in accordance with state law may exercise the patient's rights to the extent allowed by law.

Hospice Patient/Family/ Caregiver Responsibilities

To help us provide the best possible care, you agree to:

- Participate in developing the plan of care and ask questions about the care and services.
- Report updates on condition and unexpected changes in the patient's condition.
- Give feedback about service needs and expectations.
- Discuss pain and symptom relief options with your nurse:
 - a. Work with our nurse to develop a pain and symptom management plan.
 - b. Ask for pain/symptom relief when pain/symptoms first begin.
 - c. Help your nurse assess your pain/symptoms.
 - d. Tell your nurse if pain/symptoms are not relieved.
 - e. Tell your nurse about any worries you have about taking pain medication.
- Express any concerns about the ability to follow and comply with proposed care plan or course of treatment.
- Provide complete and accurate health information to the hospice team.
- Understand and accept consequences for the outcomes of the care when the services or treatment plan is not followed.
- Inform the hospice team of changes in your address, phone number, or insurance coverage.
- Show respect and consideration of the hospice personnel and property.
- Meet financial commitments agreed upon with the hospice.
- Assist hospice staff in developing and maintaining safe environment in which your care can be provided. Allow staff to teach safety measures.
- Communicate with hospice before lab tests, and any other medical care, physician or hospital services are received to ensure payment for rendered services through the hospice program.
- Notify hospice before seeking care outside the hospice plan (except in emergencies).

