

RI.2 Patient Bill of Rights and Responsibilities: Elderly Rights - DRAFT

Purpose

To ensure all patients/clients / caregivers and PHC staff acknowledge, observe and implement the patient's rights and responsibilities.

Policy Summary

1. PHC will provide information regarding the Patient Bill of Rights, Patient Conduct, and Patient Responsibilities, and the Rights of the Elderly (to persons over 60) both verbally and in writing (in a manner that the patient/guardian can understand) to each patient or legal guardian in advance of furnishing care or during the initial evaluation visit before the initiation of treatment.
2. PHC will orient staff regarding patient rights on hire and annually thereafter.

Procedure

1. The Rights of the Elderly will be posted at PHC.
2. PHC staff will be responsible for knowing, observing, and implementing the elderly patient's / client's rights, patient / client conduct and patient / client responsibilities on an ongoing basis. The Patient Bill of Rights must include, but not be limited to:
 - a. Be informed in advance about the care to be furnished, the plan of care, expected outcomes, barriers to treatment, and any changes in the care to be furnished. PHC must ensure that written informed consent that specifies the type of care and services that may be provided by the agency has been obtained for every client/patient/patient, either from the patient / client or their legal representative. The patient / client or the legal representative must sign or mark the consent form.
 - b. Participate in the planning of the care or treatment and in planning changes in the care or treatment.
 - i. PHC must advise or consult with the patient / client or legal representative in advance of any change in the plan of care.
 - ii. A patient / client has the right to refuse care and services.

- iii. A patient / client has the right to be informed, before care is initiated, of the extent to which payment may be expected from the patient / client, third-party payers, and any other source of funding known to PHC.
 - c. Have assistance in understanding and exercising your rights. PHC must maintain documentation showing that it has complied with the requirements of this paragraph and that the patient / client demonstrates understanding of rights.
 - d. Exercise your rights as a PHC patient / client
 - e. Have your person and property treated with consideration, respect, and full recognition of your individuality and personal needs.
 - f. Confidential treatment of your personal and medical records.
 - g. 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 PHC and must not be subjected to discrimination or reprisal for doing so.
 - h. Be free from abuse, neglect, and exploitation by any PHC employee or contractor.
 - i. In the case of a client/patient is judged incompetent, the rights of the patient / client are exercised by the person appointed by law to act on the patient's / client's behalf.
 - j. In the case of a patient / client who has not been judged incompetent, any legal representative may exercise the patient's / client's rights to the extent permitted by law.
3. The entire Rights of the Elderly will be given to the elderly patient, 60 years of age or older, at the time of the patient's / client's assessment and prior to admission to PHC.
 4. The patient / client / caregiver will sign and date a form after reading and/or having these rights and responsibilities verbally explained.
 5. The patient's / client's / caregiver's signature will be witnessed by a PHC staff member.
 6. If the patient / client cannot sign the form, the person acting on behalf of the patient / client may do so.
 7. The reason why the patient / client is unable to sign will be stated on the form.
 8. The original signed copy will be retained in the patient's / client's medical record at PHC's office and the second copy will be left in the patient's / client's place of residence.