

Resident Rights and Responsibilities

THE RESIDENT HAS THE RIGHT TO:

- Expect personnel who care for the Resident to be friendly, considerate, respectful and qualified through education and experience, as well as perform the services for which they are responsible with the highest quality of services.
- Be informed of the credentials of all professionals.
- Be a participant in decisions regarding the intensity and scope of treatment. If the Resident is unable to participate in those decisions, the Resident's rights shall be exercised by the Resident's designated representative or other legally designated person.
- Provide information verbally, written and in a format and language they can understand.
- Make informed decisions regarding their care in a language they can understand.
- Refuse treatment to the extent permitted by law and be informed of the medical consequences of such refusal. *The resident accepts responsibility for their actions, should they refuse treatment or not follow instructions of the physician or facility.
- Approve or refuse the release of medical records to any individual outside of the facility, or as required by law or third-party payment contract.
- Have appropriate assessment and management of pain.
- Have reasonable access to the use of a telephone where calls can be made without being overheard.
- Be informed of any human experimentation or other research/educational projects affecting his or her care of experimentation or research without compromise to the Resident's usual care
- Be free from discrimination and the right to express grievances/complaints and suggestions at any time.
- To not be required to perform services for the facility. The resident and licensee may mutually agree, in writing, that the resident may perform certain activities or services as part of the fee for his or her stay.
- Be fully informed by a physician of his/her health and medical condition.
- To be involved in the decision making of all aspects of their care.
- Provide Resident access to copies of their medical records within 24 hours and their records kept confidential and private.
- Change providers if other qualified providers are available.
- Be informed as to the facility's policy regarding advances directives/living wills.
- Retain and use personal clothing and possessions as space permits.
- Send and receive mail promptly and unopened.
- Express those spiritual beliefs and cultural practices that do not harm or interfere with the planned course of medical therapy for the Resident.
- Meet with members of and take part in activities of social, commercial, religious and community groups.
- Expect the facility to agree to comply with Federal Civil Rights Laws that assure it will provide interpretation for individuals who are not proficient in English; the facility to present information in a manner and form, such as TDD, large print materials and interpreters, that can be understood by hearing and sight impaired individuals.
- Form and attend resident council meetings.
- Be free from chemical and physical restraints.
- Exercise their own independent judgment by executing any documents, including admission forms.
- Have a free choice of providers of medical services such as physician and pharmacy.
- Exercise his or her rights without being subjected to discrimination or reprisal.
- Voice grievances regarding treatment or care that is (or fails to be) furnished.
- Be different, to promote social, religious, and psychological well-being.
- Share a room with their roommate of choice (if both are residents) or both consent and facility can accommodate.
- Privacy in treatment and personal care.
- Privacy, if married, for visits by their spouse.
- Be free from all forms of abuse or harassment.
- Privately talk and/or meet with anyone, receive their visitors of choice at the time of their choosing.
- To be told, in writing, before or at the time of admission about the services available in the facility and about any extra charges, or services not included in the facility's bill.
- Freedom from mental and physical abuse. Should this right be violated, the facility must notify the Department of Health. The TN Department of Human Services, Adult Protective Services shall be notified immediately, as required.
- If a Resident is adjudged incompetent under applicable State health and safety laws by a court of proper jurisdiction, the rights of the resident are exercised by the person appointed under State law to act on the Resident's behalf.
- If a State court has not adjudged a Resident incompetent, any legal representative designated by the Resident, in accordance with State laws, may exercise the resident's rights to the extent allowed by the law.

Resident Rights and Responsibilities

RESIDENT RESPONSIBILITIES:

- Be considerate of other Residents and personnel and assist in the control of noise and other distractions.
- Respect the property of others and the facility.
- Report whether they clearly understands the planned course of treatment and what is expected.
- Provide caregivers with the most accurate and complete information regarding present complaints, past illnesses and hospitalizations, medications, unexpected changes in condition or any other health matters.
- Observe prescribed rules of the facility and, if instructions are not followed, forfeiting the right to receive care at the facility and be responsible for the outcome.
- Promptly fulfill their financial obligations.
- Payment to facility or for copies of medical records if Resident requests them.
- Identifying any Resident safety concerns.
- To execute, modify or rescind a Living Will, Do-Not-Resuscitate Order or Advance Directive.

FACILITY RESPONSIBILITIES:

- Establish and implement written policies and procedures setting forth the rights of Residents for the protection and preservation of dignity, individuality, and to the extent medically feasible, independence.
- Recognize each resident's individuality and provide services in a person-centered manner.
- May refuse access to the facility to any person if that person's presence would be injurious to the health and safety of a Resident or staff, or would threaten the security of the property of the Resident, staff or facility.
- Provide care and services in a manner and in an environment that promotes maintenance or enhancement of the resident's quality of life.
- Consult with you and your physician, and immediately notify your representative or family member when:
 - An accident involving injury which may require physician intervention.
 - There is a significant change in physical, mental or psychosocial status.
 - There is need to alter treatment significantly.
 - Decisions of transfer or discharge from the facility.

ADVANCE DIRECTIVE NOTIFICATION:

In the State of Tennessee, all Residents have the right to participate in their health care decisions and to make Advance Directives or to execute Powers of Attorney or Health Care Agent(s) that authorize others to make decisions on their behalf, based on the Resident's expressed wishes when a Resident is unable to make decisions or unable to communicate their decisions. The Bledsoe County Nursing Home respects and upholds those rights.

It is our policy to respect your wishes for a DNR, if you have a Tennessee POST form completed and signed by your physician. We will honor your request. If you do not have a signed POST form but only an Advance Directive form, it is our policy, in the case of an adverse event occurring during your time of care at this facility and no POST form, that we will initiate resuscitative or other stabilizing measures and transfer you to an acute care hospital for further evaluation. At the acute care hospital, your physician may discuss with you, further treatment or withdrawal of treatment measures, in accordance with your wishes, Advance Directive, or health care Power of Attorney.

Your agreement with this facility's policy will not revoke or invalidate any current health care directive or health care power of attorney.

If you wish to complete an Advance Directive or update a POST form, copies of the official State forms are available at our facility.

RESIDENT COMPLAINT OR GRIEVANCE

To report a complaint or grievance, you can contact the facility Administrator by phone at 423-447-5308

or the Social Services Director at 423-447-3385

or by mail at:

107 Wheelertown Avenue

Pikeville, TN 37367

Complaints and grievances may also be filed through the State of Tennessee Division of Health Care Facilities at:

Tennessee Department of Health

Division of Health Care Facilities

Centralized Complaint Intake Unit

665 Mainstream Drive, 2nd Floor

Nashville, TN 37243

Or call 615-741-7221, (toll free) 1-877-287-0010