

By law, every patient and caregiver has rights and responsibilities. Laws protect your right to be cared for in ways that preserve your dignity and respect your wishes for care. Rights and responsibilities cover all aspects of care, including the patient's medical care, other services provided by Mission Hospice, and coverage, billing and payment procedures. We support these rights and responsibilities as part of our mission to provide compassionate, quality care.

Following this section, you will find several notices. They describe your rights and responsibilities in more detail:

- *Non-Discrimination Notice*
- *Patient and Family Bill of Rights*
- *Notice of Privacy Practices: Your Information, Your Rights, Our Responsibilities.*
- *Hospice Policies*
 - *Medication Administration, Management and Disposal*
 - *Safe/Effective Use of Medications*
 - *Medication Disposal*

Should you have questions about this information, please contact us on weekdays during our regular business hours — 8:30 a.m.–5 p.m.:

Mission Hospice

Director of Quality

17 East Sir Francis Drake Blvd., Larkspur, CA 94939

(415) 927.2273

Patient and Family Responsibilities

Patients, family members and caregivers can help ensure their caring partnership with Mission Hospice is successful by following regulations set by the California Hospice and Palliative Care Association's Standards of Quality Hospice Care, as follows:

- To remain under a doctor's care while receiving hospice services.
- To inform Mission Hospice of any advance directives or any changes in advance directives and provide the program with a copy.
- To cooperate with the attending physician, program staff and other caregivers.
- To advise Mission Hospice of any problems or dissatisfaction with patient care.

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- To notify Mission Hospice of address or telephone number changes or when unable to keep appointments.
 - To provide a safe home environment in which care can be given. In the event that conduct occurs such that the patient's or staff's welfare or safety is threatened, service may be terminated.
 - Obtain medicines, supplies and equipment ordered by the attending physician if they cannot be obtained or supplied by Mission Hospice.
 - Treat personnel with respect and consideration.
 - Sign the required consents and releases for insurance billing and provide insurance and financial records as requested.
 - Accept the consequences for any refusal of treatment or choice of non-compliance.
 - If you have questions or concerns about the rights and responsibilities in this chapter, please contact your Mission Hospice care team.

Patient and Family Bill of Rights

Mission Hospice is committed to ensuring that each patient and their caregivers receive the highest quality services possible. To this end, every patient and caregiver has rights and responsibilities that are supported by law and agency policy. This Bill of Rights is designed to describe, protect and promote the rights of each patient to be treated with dignity and respect. These rights may be exercised by the patient or a representative.

It is our desire that patients and caregivers be informed participants in the care process. This includes understanding the illness, the services provided, and the billing/payment procedures.

Every patient is assured of personalized care regardless of race, religion, gender, ethnicity, age, handicap, sexual orientation, veteran status, lifestyle, or ability to pay. Mission Hospice staff provides high-quality care, which is respectful of dignity, individuality, privacy, and personal property. All staff members providing care are licensed or certified in their respective fields, and have completed additional training in hospice-specific care. Mission Hospice will not tolerate any occurrence of abuse, neglect, or exploitation of any kind by anyone, including our staff. The patient and family should be free from mistreatment, neglect or verbal, mental, sexual and physical abuse, including injuries of unknown source and misappropriation of patient property.

Additionally, every patient is guaranteed that they will not receive any experimental treatment without expressed consent and a full understanding of all information.

Right to Be Fully Informed

The patient and caregivers have the right and are encouraged to be informed and active participants in the care process. The Mission Hospice staff is available to answer questions and interpret complicated medical procedures.

Involvement in the development of the Plan of Care, which is tailored to each patient's needs and circumstances, is a very important way to participate. The patient and caregivers are encouraged to be informed decision makers in the development, change and updating of the Plan of Care. The goals and objectives of the Plan of Care reflect the physical, psychological, spiritual, and social needs of the patient, caregivers and family.

All Mission Hospice patients are assured of receiving the best possible care, including pain and symptom management. Every patient may also be assured of the right to refuse care or medicine. Our staff will provide information to the patient and/or caregivers of the potential result and risks of a decision to stop care or medicine.

Mission Hospice prides itself on more than 40 years of quality hospice care, but if the patient's needs are not being met, or in order to best serve the patient's needs, it may become necessary to consider alternative levels of care or referral to another agency.

Mission Hospice staff will provide necessary and helpful information to assist in the decision-making process and will facilitate transfer to another agency.

Rights to Services

Mission Hospice provides all necessary and physician-ordered equipment and services. This includes: nursing, physician, hospice aides, spiritual, counseling and social services. If necessary, dietary, physical and speech therapy services are also available. Any additional services or equipment required for the patient's comfort and safety, which are ordered by a physician, are provided. Volunteer services may be arranged upon request.

All services are provided in a consistent and timely manner. Appointments are arranged consistent with the Plan of Care. The patient and caregivers are informed of the name and discipline of the staff member providing care and the proposed frequency of visits.

As hospice care benefits are most often paid for by private insurance or Medicare, there are certain requirements and restrictions which Mission Hospice must observe. If there is a change in the care that will be covered by insurance and/or Medicare, the patient and caregivers will be notified in advance and will be provided with an explanation of why the coverage was changed and when it will take effect.

Staff will also work with the patient and caregivers to explore treatment and/or transfer options if necessary. In the event that a patient and/or caregiver chooses to discontinue service with Mission Hospice (e.g. remission, revocation of hospice benefit, dissatisfaction with care), staff will provide education and instructions necessary for care after discharge.

Rights to Have Your Concerns Addressed

Mission Hospice is always interested in patient family feedback, suggestions or concerns regarding our services. All complaints are taken seriously, responded to and resolved in a timely manner. Be assured that if you voice a complaint, you will not be subject to coercion, discrimination, reprisal or unreasonable interruption of care for exercising your rights.

We encourage you to voice any concern or complaint to a member of your care team for prompt follow-up.

You may also contact the Department of Public Health or our accrediting organization at any time, 24 hours a day, seven days a week, to report a complaint or request information.

Patient and Family Responsibilities

Mission Hospice is pleased to be your partner in the care process. This process is best facilitated by the presence of a Primary Caregiver.

The Primary Caregiver is essential in providing quality continuous care. That person assumes the responsibility of facilitating the Plan of Care between Mission Hospice staff visits. The Primary Caregiver will normally be present during visits and should notify us if a visit needs to be rescheduled.

A Primary Caregiver is often a family member or friend who oversees arrangements for the patient's needs and assures a safe home environment in which care can be given. Mission Hospice will work with the patient to identify someone to manage in-home caregiving needs if necessary.

For More Information or to File a Complaint:

Mission Hospice
Director of Quality
17 E. Sir Francis Drake Blvd.
Larkspur, CA 94939
Mon.–Fri., 8:30 a.m.–5 p.m.
Phone: (415) 927.2273 / Fax: (415) 925.1680

To File a Patient Safety Event or Concern:

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181

In Marin, Sonoma, Napa, Solano, Alameda and Contra Costa Counties:

California Department of Public Health, Licensing and Certification
Redwood Coast/Santa Rosa District Office
2170 Northpoint Pkwy.
Santa Rosa, CA 95407
Phone: (707) 576.6775
Toll Free: (866) 784.0703
Fax: (707) 576.2037

Complaints concerning the advance directive requirements may be filed with the State survey and certification agency.

In San Francisco, Santa Clara and San Mateo Counties

California Department of Public Health, Licensing and Certification

San Francisco District Office

150 North Hill Dr., Suite 22

Brisbane, CA 94005

Phone: (415) 330.6353

Toll Free: (800) 554.0353

Fax: (415) 330.6350