

Wellstar Community Hospice shall ensure that patients and their families receive hospice services in a manner that respects and, protects their dignity and ensures all patients' and family rights to:

- Participate in the hospice voluntarily and sever the relationship with the hospice at any time;
- Receive only the care and services to which I or my family have consented;
- Receive care in a setting and manner that preserves my dignity, privacy, and safety to the maximum extent possible;
- Receive hospice services in a manner that neither physically nor emotionally abuses me, nor neglects my needs;
- Receive care free from unnecessary use of restraints;
- Have addressed and resolved promptly any grievances, concerns, or complaints and receive education in the availability and use of the hospice's grievance process;
- Refuse any specific treatment from the hospice without severing the relationship with the hospice;
- Choose my own private attending physician, so long as the physician agrees to abide by the policies and procedures of the hospice;
- Exercise the religious beliefs and generally recognized customs of my choice, not in conflict with health and safety standards, during the course of my hospice treatment and exclude religion from their treatment if I so choose;
- Have my family unit, legal guardian, if any, and my representative present any time during an inpatient stay, unless the presence of the family unit, legal guardian, if any, or my representative poses a risk to the patient or others;
- Participate in the development of my plan of care and any changes to that plan;
- Have maintained as confidential any medical or personal information about me;
- Continue hospice care and not be discharged from the hospice during periods of coordinated or approved appropriate hospital admissions;
- Be provided with a description of the hospice services and levels of care to which I am entitled and any charges associated with such services;
- Review, upon request, copies of any inspection report completed within two years of such request;
- Self-determination, which encompasses the right to make choices regarding life-sustaining treatment, including resuscitative services;
- Continue to receive appropriate care without regard for the ability to pay for such care: and
- Have communication of information provided in a method that is effective for me. If the hospice cannot provide communications in a method that is effective for me, attempts to provide such shall be documented in my medical record.
- The hospice shall provide to me, my representative, and my legal guardian the contact information, including the website address of the Department, for reporting complaints about hospice care to the Department.
- An explanation of my rights which are provided to me at the time of admission into the hospice.

As an end-of-life caregiver, I have the right to:

- Be told the truth about my care receiver's health and life expectancy.
- Talk to my care receiver about his/her wishes for care at the end of life.
- Let go of, put on hold or continue those relationships and activities that provide a source of support or respite for me but that may hinder my ability to spend time with my care receiver.
- Seek and receive information about what to expect and do before death, at the time of death and after the death.
- Help my care receiver be as physically, emotionally and spiritually conformable as possible in his/her last days of life.
- Treat the time I have with my care receiver as sacred time.
- Say the things I need to say to my care receiver.
- Share my concerns, fears, anxieties, and grief with others as I anticipate the death of my care receiver.
- Control the things that I can and let go of the things I cannot.
- Surround myself with friends and family who will support me as I prepare for the death of my care receiver.
- Ask for and accept help.
- Take time to take care of myself so that I can.
- Continue to meet my care receiver's needs.
- Acknowledge my accomplishments as a caregiver, the new skills I have developed, the things I have done that I never thought I could do, and the hidden strengths I have discovered within me.
- Say goodbye and let go of my care receiver when it is time.
- Make plans for the future and continue my life after care giving.
- Use the knowledge, skills and strengths to honor what I have gained in my care giving experience to live my life to the fullest.

As a patient/caregiver with Wellstar Community Hospice, I have the responsibility to:

- Provide, as appropriate and to the best of my knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters related to my health so that my care staff can better understand my needs and expectations.
- Ask questions when I do not understand my care, treatment, services, or what I am expected to do.
- Follow the care, treatment, and service plan as it is developed. Also, to express concerns about my ability to follow the proposed care plan.
- Accept the consequences for outcomes if I do not follow the plan of care.
- Follow the rules and regulations of Wellstar Community Hospice.
- Be considerate of the staff and property of Wellstar Community Hospice as well as other patients and their property.
- Promptly meet any financial obligation agreed upon with Wellstar Community Hospice.

Patient/Patient Representative

Date

Facility Representative

Date