



Each hospice patient/family shall be assured of quality care and the ability to exercise the following rights:

1. The right to be fully informed, prior to admission, of the hospice concept of care and admission criteria, in a manner and language that can be understood. The scope and frequency of services, as well as limitations on them, and any charges for such services will be fully explained.
2. The right to be involved in developing the plan of care and to receive effective pain management and symptom control, free from chemical/physical restraints, except as authorized by the attending physician in order to provide palliative care.
3. The right to be given information about all treatment options in the event of a medical crisis, as well as information about revocation should choices be made by the patient/family that are outside the hospice plan of care.
4. The right to be fully informed by the attending physician or the hospice medical director/physician/nurse practitioner of all medical conditions, unless the information is medically contraindicated, and the right to formulate advance directives.
5. The right to choose the attending physician, the right to accept or refuse traditional or experimental treatment to the extent permitted by law, and to be informed of the consequences of such refusal; and the right to agree or refuse to participate in experimental research.
6. The right to be taught about the terminal illness and to have caregivers instructed in a way that allows for independence and offers information needed to provide care.
7. The right to be assured that hospice personnel are qualified through education and experience to carry out the services for which they are responsible.
8. The right to discontinue hospice services at any time for any reason.
9. The right to be treated with consideration, respect, dignity and individuality, including privacy in treatment, privacy in care for personal needs and respect for property.
10. The right to be free from mistreatment, neglect, or verbal, mental, sexual and physical abuse, including injuries of unknown source, misappropriation of property and to have all alleged violations immediately investigated and action taken to prevent further violations.
11. The right to be accepted in the program and receive services without regard to race, color, religion, national origin, handicap, sex (gender identity or sexual orientation), age, financial status, or contagious disease, but based upon the admission criteria of Hospice of Dubuque.
12. The right to be assured of confidential treatment of personal information and medical record, except in the case of transfer to another health facility, or as required by law or third party payment contract.
13. The right to receive a copy of Hospice of Dubuque's Notice of Privacy Practices, request restrictions on the uses and disclosures of health information, request confidential communication, access copies of health information, amend health care information and request an accounting of health information disclosures.
14. The right to voice grievances regarding care or the lack of respect for person or property and be given information regarding complaint procedures. Complaints can be made directly to Hospice of Dubuque at 563.582.1220 or to:
  - **Iowa** – Complaint/Incident Bureau at the Iowa Dept. of Inspections and Appeals at 1.877.686.0027
  - **Illinois** – Complaint Registry at the Illinois Dept. of Public Health at 1.800.252.4343
  - **Wisconsin** – Hospice Complaint Coordinator at the Wisconsin Dept. of Health Services at 1.800.642.6552 or for advocacy services for facility residents to the Board on Aging and Long Term Care at 1.800.815.0015
15. The right to contact the Beneficiary and Family-Centered Care Quality Improvement Organization (BFCC-QIO), Livanta, at 1.888.755.5580 to request advocacy for disagreements with HOD's determination of non-covered items, services or drugs.
16. The right to be free from discrimination or reprisal for exercising these rights.