

Ascension Living HOPE Participant Bill of Rights

As a participant in Ascension Living HOPE you are entitled to the following specific rights:

- 1) **You have the right to an ethics committee consult.**
- 2) **Be told of your rights and responsibilities, and all rules and regulations governing participation.**
- 3) **Respect and nondiscrimination.** You have the right to considerate, respectful care from all Ascension Living HOPE employees and contractors at all times and under all circumstances. You have the right not to be discriminated against in the delivery of required Ascension Living HOPE services based on race, ethnicity, national origin, religion, sex, sexual orientation, age, mental or physical disability, or source of payment. Specifically, you have the right to the following:
 - a) To receive comprehensive health care in a safe and clean environment and in an accessible manner.
 - b) To be treated with dignity and respect, be afforded privacy and confidentiality in all aspects of care, and be provided humane care.
 - c) Not to be required to perform services for the Ascension Living HOPE.
 - d) To have reasonable access to a telephone. A TTY machine is available for use in the day centers.
 - e) To be free from harm, including physical or mental abuse, neglect, corporal punishment, involuntary seclusion, excessive medication, and any physical or chemical restraint imposed for purposes of discipline or convenience and not required to treat the participant's medical symptoms.
 - f) To be encouraged and assisted to exercise rights as a participant, including the Medicare and Medicaid appeals processes as well as civil and other legal rights.
 - g) To be encouraged and assisted to recommend changes in policies and services to Ascension Living HOPE staff.
- 4) **Information disclosure.** You have the right to receive accurate, easily understood information and to receive assistance in making informed health care decisions. Specifically, you have the following rights:

- a) To be fully informed in writing of the services available from Ascension Living HOPE, including identification of all services that are delivered through contracts, rather than furnished directly by Ascension Living HOPE at the following times:
 - i) Before enrollment.
 - ii) At enrollment.
 - iii) When there is a change in services.
 - b) To have the enrollment agreement fully explained to you in a way you will understand.
 - c) To examine, or upon reasonable request, to be assisted to examine the results of the most recent review of Ascension Living HOPE conducted by CMS or the State of Kansas.
- 5) **Choice of providers**. You have the right to a choice of health care providers that work within the Ascension Living HOPE network. Ascension Living HOPE guarantees access to health services, but not to a specific provider. Specifically, you have the right to the following:
- a) To choose your primary care physician and specialists from within the Ascension Living HOPE network.
 - b) To have reasonable and timely access to specialists as indicated by your health condition and consistent with current clinical practice guidelines.
 - c) To request that a qualified specialist for women’s health services furnish routine or preventive women’s health services.
 - d) To disenroll from the program at any time.
- 6) **Access to emergency services**. You have the right to access emergency (emergency care is a life-threatening situation) health care services when and where the need arises without prior authorization by the Ascension Living HOPE Interdisciplinary Team. You should contact your Ascension Living HOPE physician with urgent care needs.
- 7) **Participation in treatment decisions**. You have the right to participate fully in all decisions related to your treatment. If you are unable to participate fully in treatment decisions, you have the right to request to reschedule the meeting or designate a representative. Specifically, you have the following rights:

- a) To have all treatment options explained in a culturally competent manner and to make health care decisions, including the right to refuse treatment, and be informed of the consequences of the decisions.
- b) To have Ascension Living HOPE explain Advance Directives to you and complete them if you choose. Advance Directives are choices you make about things like CPR and receiving food through a tube if you could no longer eat.
- c) To be fully informed of your health and functional status by the Interdisciplinary Team.
- d) To participate in the development and implementation of your plan of care.
- e) To request a reassessment by the Interdisciplinary Team.
- f) To be given reasonable advance notice, in writing, of any transfer to another treatment setting and the justification for the transfer (that is, due to medical reasons, or for your welfare, or that of other participants).
- g) To receive necessary care across all care settings, up to and including placement in long term care facility when HOPE can no longer maintain you safely in the community through the support of PACE services.

8) **Confidentiality of health information.** You have the right to communicate with healthcare providers in confidence, and to have the confidentiality of your identifiable health care information protected. You also have the right to review and copy your own medical records and request amendments to those records. Specifically, you have the following rights:

- a) To be assured of confidential treatment of all information contained in the health record, including information contained in an automated data bank.
- b) To be assured that your written consent will be obtained for the release of information to persons not otherwise authorized under law to receive it.
- c) To provide written consent that limits the degree of information and the persons to whom information may be given.

9) **Complaints and appeals.** You have the right to a fair and efficient process for resolving differences with Ascension Living HOPE. Specifically, you have the following rights:

- a) To be encouraged and assisted to voice complaints to Ascension Living HOPE staff, and outside representatives of your choice free of any restraint, interference, coercion, discrimination, or reprisal by the Ascension Living HOPE staff.
- b) To appeal any treatment decision of the Ascension Living HOPE organization, its employees, or contractors.
- c) To contact 1-800-MEDICARE for information or to make a complaint.

**IF YOU HAVE QUESTIONS OR CONCERNS ABOUT YOUR PARTICIPANT BILL OF RIGHTS,
PLEASE CONTACT YOUR ASCENSION LIVING HOPE SOCIAL WORKER.**