

PARTICIPANT BILL OF RIGHTS

As an Ascension Living Alexian PACE participant, what are my rights?

As a participant of Ascension Living Alexian PACE, you have the following rights:

- * You will have considerate and respectful care from PACE and anyone else we may work with as part of your care. You will NOT be discriminated against, based on your race, ethnicity, national origin, religion, sex, age, mental or physical disability, or source of payment.
- * You will be cared for with sincerity, interest and concern. Your care will be provided in clean, safe and secure surroundings.
- * You will be respected as an adult. We will treat you with dignity and respect. We will be compassionate with your care. We will respect your right to personal privacy.
- * You will not have to perform services for PACE.
- * You will be able to use the telephone when you need to. We will not stop you from communicating with others.
- * You will have the best and safest care possible. You will not be given medicine that you do not need. You will not be abused physically or mentally. We will not neglect you. We will not restrain you for the purpose of discipline or convenience and when it is not needed to care for you.
- * You will be encouraged and helped during your participation in PACE. We will help you to use your civil and legal rights regarding policies, services and appeals to Medicare and Medicaid. No one from PACE will keep you from using your rights. You will also be encouraged to tell us if there are any changes you would like to see in PACE so that we can talk about it with the staff.
- * You will receive truthful, easily understood written information. You will have help in making decisions about your care. We will tell you about the services that we provide, including the services we may provide through other health care people who are not employees of Ascension Living Alexian PACE. You will receive this information before you enroll, when you enroll and whenever we make any changes.
- * You will have an ALEXIAN PACE staff member talk about your enrollment agreement with you. They will explain everything about it to you and your family in a way that you can easily understand.
- * You may review, upon reasonable request, the results of the most recent evaluation by the State of Tennessee or CMS of Ascension Living Alexian PACE, including any plans of correction in effect.
- * You have a choice of health care people, within Ascension Living Alexian PACE' network, that make sure you get high quality care. Also, you can choose your primary care doctor and specialists within Ascension Living Alexian PACE' network. You may also request that a qualified women's doctor do your routine or preventive services.
- * You may disenroll from ALEXIAN PACE at any time with proper notice.
- * You can use emergency services when you need them without getting prior permission from your Multidisciplinary Team.
- * You will be able to make decisions for yourself, including what kind of care you need and how to get it. You may also decide whether or not to participate in activities. If you cannot make these decisions, then you may have someone decide for you. You will get the most helpful

treatment and services to aid you in living as independently as possible.

- * You will have someone from Ascension Living Alexian PACE talk to you so that you can decide your health care wishes (advanced directives). You will have treatment choices explained in a way that takes your culture into consideration. You have the right to decide what you want done. You can accept or refuse treatment and have the right to be told what will happen to you if you refuse it.
- * You will be told by your Multidisciplinary Team about your health and how you are doing, unless you have chosen for the Team or someone else to decide whether or not you should know.
- * You can help in developing and fulfilling your personal care plan.
- * You can ask the Team to redo your physical exam and care plan. Even if you just had one done.
- * You will be given reasonable notice if you are to be taken to another part of Ascension Living Alexian PACE's program. You will be told the reason for the move. If this is ever necessary, it will be clearly written in your records.
- * You will be able to talk confidentially with those who provide your care. They will not share any of your personal information. All the information Ascension Living Alexian PACE gets about you and your needs will be protected. This includes information we may use to collect data.
- * Ascension Living Alexian PACE will get your permission before giving out any information about you to persons not legally allowed to receive it. If someone else besides your Multidisciplinary Team needs your records, you must tell us in writing before we will let anyone read your file.
- * You can tell us how much information a person can have and who you want the records to go to.
- * You can look at and copy your own medical record. You may ask for added changes to be made to your record.
- * You will have a fair and timely hearing when disagreements come up with Ascension Living Alexian PACE. You will also be able to appeal any decisions about your care that was made by PACE, either our own employees or anyone else who has made decisions about your care. We will assure that there will be no restriction, meddling, force, discrimination, or revenge by PACE staff.
- * Any pictures we take of you will be used only to identify you, or to monitor your medical progress. We will not give pictures to newspaper, television, or radio people without your written permission.
- * You have a right to contact 1-800-MEDICARE for information or to make a complaint.
- * You have a right to have reasonable and timely access to specialists as indicated by your health condition and consistent with current clinical practice guidelines.
- * You have a right to receive necessary care across all care settings, up to and including placement in a long-term care facility when Alexian PACE can no longer maintain you

safely in the community through the support of PACE services.