



Dear Valued Patient and Loved Ones:

We would like to personally welcome you to Greeley County Health Services and to immediately thank you for entrusting us with your care. We see this trust as the most important relationship we have in our community. All of our team here at Greeley County Health Services work together to provide you with the very best care.

As caregivers we seek to provide you comfort, education, information and the necessary treatments you need. We also seek to include you in the decisions surrounding your care, privacy and respect that you deserve. Please let us know if there is anything we can do for you or your loved ones that would make you more comfortable or ease any concerns you may have.

We are blessed to have a talented and caring group of physicians and mid-level providers who have the medical knowledge and compassion to help direct your stay. Our nursing team is second to none in their ability to make you feel like you are their top priority – because you are. Our technology is leading edge and our touch is a bit softer. Our goal is to combine these elements to help and to heal.

If you have any questions or concerns, please do not hesitate to ask. We are here to continue to earn your trust, close to home, here in Tribune. Again, thank you for choosing us to care for you.

Sincerely,

Your GCHS healthcare TEAM

What is Swing Bed?

- Swing Bed is a Medicare program that allows patients to stay longer in the hospital to complete your treatment plan of care.

Eligibility and Length of stay:

- A patient is required to have 3 midnights in any Acute Care hospital.
- On the 4th day, the patient is eligible for Swing Bed admission.
- Your doctor will determine the need for Swing Bed Care and Medicare certification.
- The treatment plan for your admitting condition was started on Acute Care.
- The patient medical concerns and treatment plan is what qualifies you for Swing Bed admission.
- The patient care must require daily skilled nursing care and/or Physical Therapy.
- The patient may be ready for discharge when the medical interventions of the treatment plan are completed.
- When a patient starts maintaining at a level of care, then qualification for swing bed comes into question.

Benefit Period:

- Beneficiary entitled to Medicare Part A is eligible to receive 100 Swing Bed days per “Benefit period” that they qualify for.
 - 100 day are in a benefit period
 - Day 1-20 are full coverage days by Medicare Part A
 - Day 21-100 are subject to daily Coinsurance Days by Medicare Part A.
 - Any remaining balance becomes self-pay.

New Benefit Period:

- Patient must be out of a hospital, Swing Bed or Skilled Nursing facility for 60 days before a new benefit period is reset by Medicare.

Insurance/Financial Information:

- It is important for the patient to be aware that an insurance policy is a contract between you and the insurance company. GCHS is not a party to that agreement.
- GCHS and your insurance company(ies) have the right to discuss your insurance benefits.
- GCHS may help the patient, family or personal representative to complete forms needed to receive benefits from your insurance. Any amount paid directly to GCHS on your behalf will be credited to your account.
- At the completion of your hospital stay and/or month, your insurance will be filed for you.
- You are ultimately responsible for your account.
- A statement of your account will be sent to you. If you have any questions regarding the hospital statement, please call the GCHS billing office at 620-376-4035. GCHS will work closely with you, family member or responsible party in meeting your financial obligations. The business office is located at 514 Broadway, Tribune, Kansas 67879.

Reason to utilize the Swing Bed program:

- Provides immediate access to professional nurses, physicians, therapists, and emergency care.
- Patients experience less stress by staying in GCHS hospital under the care of familiar staff and your own physician.
- The Swing Bed program provides additional time for recuperation and rehabilitation.

GCHS Swing Bed Admission Information

- As Swing Bed patient's progress in their plan of care and treatment plan, they can return to prior living situation as soon as possible.
- Patients and family are encouraged to participate in their plan of care and discharge planning process. With increased involvement, the discharge needs are identified and resolved faster.
- During the Swing Bed stay, the patient needs are met which increase independence, decrease anxiety, and form a natural transition to home.
- Because the patient remains in GCHS, family and friends are able to visit, giving the emotional support necessary to wellbeing and recovery.
- Patients who were referred to another hospital may return to GCHS for completion of their plan of care and treatment plan.

Patients Responsibility:

- Patients are responsible to notify family, friends and relatives of their admission to the hospital.
- We respect all patient rights and confidentiality.
- Confidentiality is both a right and a responsibility.
- Please be aware that what you tell another patient, visitor or family member is not legally confidential.
- We encourage you to recognize your responsibility to choose what you discuss with others.
- To better ensure confidentiality of our patients, the area within the nurse's station is designated for staff only.

Swing Bed TEAM Rounds:

- The Social Service Designee, Dietary Manager, Activity Director and Swing Bed Coordinator complete weekly rounds.
- The team will come to each swing bed patient room.
- The rounds are informal and provide an opportunity for patients and/or family to communicate with each discipline.
- During the Swing Bed rounds, the patient and/or family can voice any concerns, request changes or desires to their Care Plan and/or treatment plan.

Care Planning Process/Discharge Information/Care Transitions:

- The patient, family and/or responsible party are encouraged to be involved in the care and discharge planning/care transition process.
- Discharge and Care planning process starts during the admission process.
- As discharge needs are identified, they will be addressed.
- The physician, staff and patient will work together to determine when you are ready to be discharged.
- Medicare patient receives a 2 day notice letter prior to discharge. After signing the letter, the Medicare patient can be discharged. Medicare patient are not required to stay for the 2 additional days on routine basis.
- A nurse will review your physician discharge instructions/care transitions with you.

Patient Grievance/Compliment/Area to improve on:

- It is the desire of GCHS to have prompt resolution of patient grievances and concerns.
- If you have a concern about your care and/or treatment, we encourage you to speak with any GCHS staff, Nursing staff, Director of Nursing, Physician and/or Risk Manager.
- You may direct your concern or grievance verbally or in writing.
- GCHS has an established process for prompt, consistent resolution of complaints, concerns and/or grievances.

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- The patient or representative may initiate the grievance process without fear of discrimination, restraint, or interference.
- GCHS is committed to ensuring that the highest quality of care is provided to all who utilize our services and seek out care here.
- The Risk manager and/or GCHS staff will visit with you in a private confidential setting about the concern.
- A Complement/Concern/Area to Improve on form is included in this Admit Folder.
- Patients, family or friends are welcome to complete the Grievance/Compliment/Area to improve on form noting the area of concern.
- The completed form needs to be given to any GCHS staff, Risk Manager, Administrator and/or Chief of Medical Staff to access the Risk Management Process.
- All concerns are taken seriously and an investigation will be completed.
- The Risk Management process provides opportunity to review process and make any needed changes.
- GCHS welcomes opportunity to improve our patient care and experience.
- The Risk Management process is a confidential PEER review. The Risk Management goal is to improve our process so the concern never happens to another patient again.

Compliments:

- The Compliment/Concern/Area to improve on form is the same.
- GCHS would love to hear about your health care team's performance.
- Please return the form to any GCHS staff, manager or the Risk Manager.
- It is the desire of GCHS to recognize our team members.

Compliments/Concern/Area to Improve On Form:

- Patient and/or personal representative may call the Greeley County Health Services, Risk Manager by phone at 620-376-4221 extension 114.
- Also, the form can be mailed to the Greeley County Hospital & LTC, 506 3rd Street, Tribune, Kansas 67879.
- The completed form may be given to any GCHS staff, provider, manager and/or Risk Manager.

Personal Items:

- During your Swing Bed stay, we encourage you to get dressed in regular comfortable clothing (instead of a hospital gown) when possible. We suggest having 3-5 days worth of clothing.
- If the patient desires specific personal supplies such as toothpaste, toothbrush, denture supplies, combs, deodorants, powders, shaving supplies, lotions, cosmetics, kleenex, and other items the patient/family must provide them.
- GCHS has personal supplies available for use if needed.
- All medications brought to the hospital will either be sent home or secured in the medication room.

Valuables:

- It is best to send valuables (cash, jewelry) home with your family/friends.
- Patients are welcome to place valuables in a yellow envelope that will be sealed and placed in the lock-up. Please remember to request the valuables at time of discharge.
- GCHS is not responsible for loss, damage or theft of valuables or personal items.
- Any money or personal item may be kept by the patient at their bedside but it becomes their responsibility.

Dietary:

- The patient completes a menu daily to request meals.
- **Meals Times:** Breakfast: 7:15 A.M.
Lunch: 11:15 A.M.
Supper: 5:15 P.M.
- If you are served food that you cannot eat or do not like, let the nursing staff know right away. The nursing staff will notify dietary and provide other food options such as fresh fruit, soup and sandwiches which are available anytime upon your request.
- Swing bed patients are welcome to eat in the dining room with friend and family.
- **Guest Meals:** Guests, family or friends of hospital patients may purchase meals and eat with the patient in their room or dining room.

Visiting Hours:

- The Hospital's visitation hours are 8:00 AM to 9:00 PM.
- We recognize the importance of visitation and social contact to the emotional and psychosocial well-being of a patient.
- GCHS will make reasonable attempts to accommodate special requests if a significant person in the patient's life cannot arrange visitations during these hours due to factors such as work.
- We will honor the patient's requests to the best of our ability to immediate access to family and other relatives regardless of the hour of the day.
- If the patient is able, visitation may occur in patient room, quiet room, lobby or the dining room.
- There is also a gazebo area in between the LTC and hospital that may be used when weather permits.
- Visitation may be restricted at the discretion of the nursing staff, physician, patient and/or family members.
- Children under 12 years old must be accompanied by a responsible adult.

Medications:

- All patients' medications will be billed to Medicare, Medicaid and/or other insurance companies including the supplemental. The unpaid amount will be the patient's responsibility.
- The physician will order what medications you will be given during your hospitalization.
- The nursing staff will be responsible for administering your medications.
- Upon discharge, you will receive a discharge sheet that will include what medications to take when discharged.
- Occasionally, you could be on a medication that GCHS does not keep in stock. GCHS would need to use your own home medications if not available in GCHS pharmacy. Own medications will be marked on your chart and will not be charged. Once the medications become available, the nursing staff will stop using the home medication.
- Swing Bed Intermediate level of care is private pay. The patient will be given their own home medications per physician order. The nursing staff will be responsible for administration of your medications.

Receiving Mail while in hospital:

Mailing Address:

Greeley County Hospital & LTC

Your name

506 3rd Street

Tribune, Kansas 67879

Receiving Phone calls while in hospital:

- The Greeley County Health Services number is 620-376-4221.
- Patients can receive phone calls directly into their hospital room by informing their friends and family of the following steps.
 - Locate the extension number on the phone in the patient room.
 - Call the hospital phone number
 - When the recorder comes on, enter the extension number and #.
 - The phone will ring in the patient room.
- Patients are welcome to use their cell phones or other electronic devices as needed

Advanced Directives:

- As a patient you are not required to have an advanced directive to receive care.
- If you have an advanced directive, GCHS will follow your personal request.
- If you would like to create an advanced directive, our Social Service Designee/staff will be available to assist you.
- There is no charge in creating an advanced directive. The form will be notarized. The patient will be given the original. The advanced directive will be scanned into the electronic medical record.

Organ Donation and Procurement Information:

- Midwest Transplant Network (MTN) is the organ donation and procurement organization that works with GCHS.
- The MTN has a rich history of partnering with area hospital to bring the gift of life to those in need.
- If you have a question about our services, please call 913-262-1668 or go to the following web site.
<http://www.mwtn.org/sites>

Notice of Privacy Practices:

- GCHS Notice of Privacy Practice is hanging in the hallway glass cabinet just as you are entering the hospital. A copy of the Notice of Privacy Practices is available upon request.

Types of Swing Bed:

1. **Skilled Swing Bed (SBS) is:**

- Requires a Registered Nurse on duty 24 hours per day.
- We can give IV antibiotics and other medications as needed.
- Medicare, Medicaid and/or other insurances can be billed for medical care received.

2. **Swing Bed Intermediate (SBI) is:**

- A custodial level of care.
- The same level of care received at Long Term Care.
- Paid privately by the patient.
- Medicare Part A does not cover this level of care.
- Medicare Part B or other insurance may be billed for other testing.

SBI has 2 classifications:

- **SBI awaiting GCHS LTC placement:**

- You are eligible for this level of care if there is **NO** bed available at Greeley County Health Services Long Term Care.
- You are now first on the Long Term Care waiting list.
- When a bed at Long Term Care becomes available, you will be discharged from the hospital and admitted to Greeley County Health Services Long Term Care.
- The daily charge rate is the same price as level 4 in the long term care.

- **SBI Other:**

- You are eligible for this classification if you do not qualify for another level of care and want to stay longer in the hospital.
- You are eligible for this classification if you do not qualify for another level of care and need assistance with a surgical prep for testing.

Speak Up!

Help Prevent Errors in your Care

- Everyone has a role in making health care safe.
- As a patient, you can make your care safer by being an active, involved and informed member of your Greeley County Health Services Care TEAM.

SPEAK UP if you have questions or concerns. If you still do not understand, ask again. It is your body and you have a right to know.

PAY ATTENTION to the care you get. Always make sure you are getting the right treatments and medicines by the right health care professionals. Do not assume anything.

EDUCATE YOURSELF about your illness. Learn about the medical tests you get, and your treatment plan.

ASK a trusted family member or friend to be your advocate, advisor or support.

KNOW what medicines you take and why you take them. Medicine errors are the most common health care mistakes.

USE Greeley County Health Services, “Trusted care, close to home”.

Participate in all decisions about your treatment. You are the center of the Health Care TEAM!

Notification of Patient's Rights

- The Patient's Rights ensure that, at least, the patient, next of kin and/or responsible person, admitted to the facility is fully informed, prior to or at time of admission and during stay of these rights and of all the rules and regulations governing the patient's conduct and responsibilities, facility responsibilities and services available. They are fully informed, upon request, an accounting of financial arrangements, facility damage responsibilities, self-retained money arrangements and guest meal service.

SBS Patient Rights:

C-0361 483.10 Patient Rights

The patient is fully informed, prior to or at time of admission and during stay of these rights and of all the rules and regulations governing the patient's conduct and responsibilities, facility responsibilities and services available. The patient has the right to a dignified existence, self-determination, and communication with and access to persons and services inside and outside the facility.

483.10(a) Exercise of Rights

- The patient has the right to exercise his or her rights as a patient of the facility and as a citizen or resident of the United States.
- Is assisted and encouraged, throughout his/her stay, to exercise rights a citizen, and to this end, may voice grievances and recommend change in policy and services to facility staff and/or outside representative of his/her choice, free from restraint, interference, discrimination or reprisal.
- The patient has the right to be free of interference, coercion, discrimination, and reprisal from the facility in exercising his or her rights.
- In the case of a patient adjudged incompetent under the laws of a State by a court of competent jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf.
- In the case of a patient who has not been adjudged incompetent by the State court, any legal-surrogate designated in accordance with State law may exercise the patient's rights to the extent provided by State law.

483.10(b) Notice of Rights and Services

- Is fully informed, both orally and in writing in a language that the patient understands of his or her rights and all rules and regulations governing patient conduct and responsibilities during the stay in the facility. Notification must be made prior to or upon admission and during the patient's stay. Receipt of such information, and any amendments to it, must be acknowledged in writing.
- The patient or his/her legal representative has the right:
 - Upon an oral or written request, to access all records pertaining to himself or herself including current clinical records within 24 hours (excluding weekends and holidays)
 - After receipt of his or her records for inspection, to purchase at a cost not to exceed the community standard photocopies of the records or any portion of them upon request and 2 working days advance notice to the facility.
- The patient has the right to be fully informed in language that he or she can understand of his or her total health status, including but not limited to, his or her medical condition.

C-0362 483.10(b)(4) Right to Refuse

The patient has the right to refuse treatment, to refuse to participate in experimental research, and to formulate an advance directive.

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- Is fully informed, by a physician, of his/her medical condition unless medically contraindicated (as documented by the physician in the medical record) and is afforded the opportunity to participate in the planning of his medical treatment including the right to refuse treatment or to participate in experimental research.
- Is assisted and encouraged, throughout his/her stay, to exercise rights as a citizen, and to this end, may voice grievances and recommend change in policy and services to facility staff and or outside representative of his or her choice, free from restraint, interference, discrimination or reprisal.

483.10(b)(8)

The patient has the right to accept or refuse medical or surgical treatment and, at the individual's option, formulate an advance directive.

- If an adult individual is incapacitated at the time of admission and is unable to receive information (due to the incapacitating condition or a mental disorder) or articulate whether or not he or she has executed an advance directive, facility may give advance directive information to the individual's family or surrogate. The patient has the right to be provided with the information directly at the appropriate time.

C-0363 483.10(b)(5) Informed of Medicaid Benefits

The patient has the right to be informed when entitled to Medicaid benefits, in writing, at the time of admission to the nursing facility or, when the patient becomes eligible for Medicaid:

- The items and services that are included in nursing facility services under the State Plan and for which the resident may not be charged
- Those other items and services that the facility offers and for which the resident may be charged, and the amount of charges for those services.
- The patient has the right to be informed when changes are made to the items and services.
- The patient has the right to be fully informed before, or at the time of admission, and periodically during the patient's stay, of services available in the facility and of charges for those services, including any charges for services not covered under Medicare or by the facility's per diem rate.
- The patient has the right to be fully informed, upon request, an accounting of financial arrangements, facility damage responsibilities, self-retained money arrangements and guest meal service.

C-0364 483.10(d) Free Choice

- The patient has the right to choose a personal attending physician either a MD or DO who have practice privileges.

C-0365 483.10(d)(2) Fully Informed

- The patient has the right to be fully informed in advance about care and treatment and of any changes in that care or treatment that may affect the patient's well-being.
- The patient has the right to be fully informed, by a physician, of his/her medical condition unless medically contraindicated (as documented by the physician in the medical record) and is afforded the opportunity to participate in the planning of his medical treatment including the right to refuse treatment or to participate in experimental research.

C-0366 483.10(d)(3)

- The patient has the right unless adjudged incompetent or otherwise found to be incapacitated under the laws of the State, participate in planning care and treatment or changes in care and treatment.
- All rights and responsibilities of the patient devolve to the patient's guardian, next of kin, or sponsoring agency (ies) when:

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- A patient is adjudicated incompetent in accordance with State Law.
- His/her physician, or in case of a mentally retarded individual, a qualified mental retardation professional, has documented in the patient's record the specific impairment that has rendered the individual incapable of understanding these rights.

C-0367 483.10(e) Privacy and confidentiality

The patient has the right to personal privacy and confidentiality for his or her personal and clinical records.

- Personal privacy includes accommodations, medical treatment, written and telephone communications, personal care, visits, and meetings of family and patient groups, but this does not require the Greeley County Hospital to provide a private room for each patient;
- The patient may approve or refuse the release of personal and clinical records to any individual outside the facility.
- The patient's right to refuse release of personal and clinical records does not apply when:
 - The patient is transferred to another health care institution; or
 - Record release is required by law.
 - Third party payment contract.

"Right to personal privacy" means that the patient has the right to privacy with whomever the patient wishes to be private and that this privacy should include both visual and auditory privacy. Private space may be created flexibly and need not be dedicated solely for visitation purposes.

- The patient will be examined and treated in a manner that maintains the privacy of their bodies.
- The patient must be granted privacy when going to the bathroom and in other activities of personal hygiene.
- If the patient requires assistance, the staff will respect the individual's need for privacy.
- Only authorized staff directly involved in treatment should be present when treatments are given.
- People not involved in the care of the patient should not be present without the patient's consent while he or she is being examined or treated.
- Is treated with consideration, respect, and dignity of individuality, including privacy in treatment and care in personal needs.

C-0368 483.10(h) Work

The patient has the right to:

- Refuse to perform services for the facility;
- Perform services for the facility, if he or she chooses, when:
 - The facility has documented the need or desire for work in the plan of care;
 - The plan specifies the nature of the services performed and whether the services are voluntary or paid;
 - Compensation for paid services is at or above prevailing rates; and
 - The patient agrees to the work arrangement described in the plan of care.
 - The patient's desire for work is subject to medical appropriateness.
 - As part of the plan of care, the patient must agree to a therapeutic work assignment.
 - The patient is not required to perform services for the facility that are not included for therapeutic purposes in his or her plan of care.
 - The patient also has the right to refuse such treatment at any time that he or she wishes.
 - At the time of development or review of the plan, voluntary or paid work can be negotiated.

C-0369 483.10(i) Mail

The patient has the right to privacy in written communications, including the right to-

- Send and promptly receive mail that is unopened; and
- Have access to stationery, postage, and writing implements at the patient's own expense.
- May associate and communicate privately with persons of his choice and send and receive personal mail unopened, unless medically contraindicated (as documented by the attending physician in the medical record).

C-0370 483.10(j) Access and Visitation Rights

The patient has the right and the facility must provide immediate access to any patient by following:

- Subject to the patient's right to deny or withdraw consent at any time, immediate family or other relatives of the patient; and
- Subject to reasonable restrictions and the patient's right to deny or withdraw consent at any time, others who are visiting with the consent of the patient.

C-0371 483.10(1) Personal Property

- The patient has the right to retain and use personal possessions, including some furnishings, and appropriate clothing, as space permits, unless to do so would infringe upon the rights or health and safety of other patient's. May retain and use his personal clothing and possessions as space permits, unless to do so would infringe upon the rights of other patients, and unless medically contraindicated as documented by the physician in the medical record.
- The patient has the right to bring personal possessions into the facility, as space, safety considerations and fire code permits.
- All patient possessions must be treated with respect and safeguarded.
- The facility has the right to limit personal property due to space limitations in the facility or for safety considerations.

C-0372 483.10(m) Married Couples

- The patient has the right to share a room with his or her spouse when married patients live in the same facility and both spouses consent to the arrangement. If married, is assured privacy for visits by his/her spouse, if both are residing in the facility, they are permitted to share a room, unless medically contraindicated as documented by the physician in the medical record.

C-073 483.12 Admission, Transfer and Discharge Rights

- **483.12(a) Transfer and Discharge**
- Transfer and discharge provisions significantly restrict a facility's ability to transfer or discharge a patient once that patient has been admitted to the facility to prevent dumping of high care or difficult patients. These requirements apply to transfer or discharges that are initiated by the facility, not by the patient.

C-0374 483.12(a)(2) Transfer and discharge requirements

The facility must permit each patient to remain in the facility, and not transfer or discharge the patient from the facility unless-

- The transfer or discharge is necessary for the patient's welfare and the patient's needs cannot be met in the facility;

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- The transfer or discharge is appropriate because the patient's health has improved sufficiently so the patient no longer needs the services provided by the facility;
- The safety and health of individuals in the facility would otherwise be endangered;
- The patient has failed, after reasonable and appropriate notice, to pay for (or to have paid under Medicare or Medicaid) a stay at the facility. For a patient who becomes eligible for Medicaid after admission to a facility, the facility may charge a patient only allowable charges under Medicaid; or
- The facility ceases to operate.
- If the significant change in the patient's condition is an emergency, immediate transfer should be arranged.

C-0376 483.12(a)(3) Transfer or Discharge Documentation

When the facility transfers or discharges a patient under any of the circumstances the patient's clinical record must be documented in by the MD/DO or physician extender.

Privacy and confidentiality. The patient has the right to personal privacy and confidentiality for his or her personal and clinical records.

- Personal privacy includes accommodations, medical treatment, written and telephone communications, personal care, visits, and meetings of family and resident groups, but this does not require the Greeley County Hospital to provide a private room for each resident;
- The resident may approve or refuse the release of personal and clinical records to any individual outside the facility. The resident's right to refuse release of personal and clinical records does not apply when the resident is transferred to another health care institution or law requires record release.
- Privacy and confidentiality. The resident has the right to personal privacy and confidentiality for his or her personal and clinical records. Is assured confidential treatment for his personal and medical records, and may approve or refuse their release to any individual outside the facility, except in case of his transfer to another health care facility, or as required by law or third party payment contract.

C-0378 483.12(a)(5) Timing of the notice

The patient has a right to receive a timely notice before transfers or discharge.

- The notice of transfer or discharge required by the facility must be at least 30 days before except for the following.
- Notice may be made as soon as practicable before transfer or discharge when-
 - The safety of individuals in the facility would be endangered
 - The health of individuals in the facility would be endangered
 - The patient's health improves sufficiently to allow a more immediate transfer or discharge.
 - An immediate transfer or discharge is required by the patient's urgent medical needs.

C-0379 483.12(a)(6) Content of the notice.

The patient has the right to receive the following information before transferred or discharged.

Contents of the transfer or discharge notice:

- The reason for transfer or discharge;
- The effective date of transfer or discharge
- The location to which the patient is transferred or discharged;
- A statement that the patient has the right to appeal the action to the State;
- The name, address and telephone number of the State long term care ombudsman;

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- For nursing facility patients with developmental disabilities, the mailing address and telephone number of the agency responsible for the protection and advocacy of developmentally disabled individuals established under Part C of the Developmental Disabilities Assistance and Bill of Rights Act;
- For nursing facility patients who are mentally ill, the mailing address and telephone number of the agency responsible for the protection and advocacy of mentally ill individuals established under the Protection and Advocacy for Mentally Ill Individuals Act.

C-0380 483.12(a)(7) Orientation for transfer or discharge

- The patient has the right to receive sufficient preparation and orientation to ensure safe and orderly transfer or discharge from the facility.

C-0381 483.13 Patient Behavior and Facility Practices

- The patient has the right to be fully informed that patient room doors must provide access to and from room at all times, therefore, locks, latches, bolts, chains or other type of retainers on doors are prohibited.

483.13 (a) Restraints. The patient has a right to:

- Be free from any physical or chemical restraints imposed for purposes of discipline or convenience, and not required to treat the patient's medical symptoms.
- Physical restraints are defined as any manual method or physical or mechanical device, material, or equipment attached or adjacent to the resident's/patient's body that the individual cannot remove easily and that restricts freedom of movement or normal access to one's body.

C-0382 483.13(b) Abuse.

The patient has the right to be free from verbal, sexual, physical, and mental abuse, corporal punishment, and involuntary seclusion.

The patient has the right to be free of chemical and physical restraints (except in emergencies) except as authorized by the physician in writing, for a specified and limited period of time or when necessary to protect the patient from injury to self or others.

C-0385 483.15(f) Activities

- The patient has the right to meet with and participate in the activities of social, religious and community groups at his discretion unless medically contraindicated as documented by the physician in the medical records.
- The patient has the right to participate in the activity program designed to meet, in accordance with the comprehensive assessment, the interests and the physical, mental, and psychosocial well-being of each patient.

C-0386 483.15(g) Social Services

- The patient has the right to meet with the social service designee who can assist in providing medically related information. The goal is to attain or maintain the highest practicable physical, mental and psychosocial well-being of each patient.

C-0388 483.20 Patient Assessment

- The patient has the right to receive initially and periodically a comprehensive, accurate, standardized, reproducible assessment of each patient's functional capacity.

C-0395 483.29(k) Comprehensive Care Plans

C-0396 483.209(k)(2)

- The patient and or patient's family, personal representative or legal representative has the right to participate in creating care plans that address the patient's medical, nursing, mental and psychosocial needs that are identified in the comprehensive assessment.
- The patient and or patient's family, personal representative or legal representative has the right to assist in the periodic review and revision of the patient's care plan.

C-0400 Nutrition

483.25(i)

- The patient has the right to receive a comprehensive assessment.

483.25(i)(2)

- The patient has the right to receive a therapeutic diet.

C-0403

483.45(a)(b) Specialized Rehabilitative Services and Qualifications

- The patient has the right to receive specialized Rehabilitative Services. The specialized rehabilitative services must be provided under the written order of a MD or DO.

C-0404 483.55 Dental Services

- The patient has the right to receive dental services.

