

RESIDENTS/PATIENT'S BILL OF RIGHTS

Our mission at the Mohawk Valley Health System (MVHS) Rehabilitation and Nursing Center is to provide those who are entrusted to our care with a supportive, nurturing and family oriented environment that promotes wellness, independence, and self-esteem and that recognizes and celebrates the value of the individual. The MVHS Rehabilitation and Nursing Center exists primarily for the purpose of providing health care to our individuals. The MVHS Rehabilitation and Nursing Center will admit individuals without regard to age, race, creed, color, national origin, sex, sexual orientation, handicap, or sponsor. At MVHS Rehabilitation and Nursing Center, we endeavor to ensure that each resident/patient:

- Is fully informed, as evidenced by the resident's/patient's written acknowledgement, prior to or at the time of admission and during stay, of these rights and is given a statement of the facility's rules and regulations and an explanation of the resident's/patient's responsibility to obey all reasonable regulations of the facility and to respect the personal rights of other residents/patients.**
- Is fully informed and is given a written statement prior to or at the time of admission and during stay, of services available in the facility, and of related charges including any charges for services not covered by source of third-party payments or not covered by the facility's basic per diem rate.**
- Is informed verbally and in writing, at the time of admission and again at the time of transfer for any reason, of the facility's bed retention or reservation policy.**
- Is assured of adequate and appropriate medical care, is fully informed, by a physician, of his/her medical condition unless medically contraindicated (as documented, by a physician, in his/her medical record), is given the name, address and telephone number of the physician in charge of the case and is afforded the opportunity to participate in experimental research and to refuse medication and treatment after being fully informed of and understanding the consequences of such action.**
- Is transferred or discharged only for medical reasons, or for his/her welfare or that of the other residents/patients, or for non-payment for his/her stay (except as prohibited by sources of third-party payment), is given reasonable advance content of his/her medical records by a physician of his/her choosing in instances where adverse utilization review continued stay decisions are pending, and such actions are documented in his/her medical record.
- Is encouraged and assisted, throughout this period of stay, to exercise his/her rights as a resident/patient and as a citizen, and to this end may voice grievances, has a right of action for damages or other relief for deprivations or infringements of his/her right to adequate and proper treatment and care established by any applicable statute, rule, regulation or contract, and to recommend changes in policies and services to the facility staff and/or outside representatives of his/her choice, free from restraint, interference, coercion, discrimination or reprisal.
- May participate in the established residents' council, as described in Section 414.9 of the rules and regulations of the State of New York.
- Is instructed in both the facility's and department's complaint procedures verbally and in writing, and is provided with the name, address and telephone number of the office established by the department to receive complaints and of the state office for the aging ombudsman program.
- May manage his/her personal financial affairs, or is given, at least a quarterly accounting of financial transactions made on his/her behalf should the facility accept his/her written delegation of this responsibility to the facility for any period of time in conformance with state law.
- The resident/patient has the right to self-administer medications following a comprehensive assessment of their ability to do so.
- Is free of mental, and physical abuse, neglect, mistreatment, and misappropriation of property. Residents/patients will be free from chemical and physical restraints except those restraints authorized in writing by a physician for a specified and limited period of time or when necessary to protect the resident/patient from injury to himself/herself or to others, or when necessitated by an emergency, in which case the restraint may only be applied by a licensed nurse who shall set forth in writing the circumstances requiring the use of restraint, and in the case of use of a chemical restraint a physician shall be consulted within 24 hours.
- Is assured security in storing personal possessions and confidential treatment of his/her personal and medical records, and may approve or refuse their release to any individual outside the facility, except, in the case of his/her transfer to another health care institution, or as required by law or third-party payment contract.
- Is treated with consideration, respect, and full recognition of his/her dignity and individuality, including privacy in treatment and in care of his/her personal needs.
- Is not required to perform services for the facility that are not included for therapeutic purposes in his/her plan of care.
- May associate and communicate privately with the persons of his/her choice, may join with other residents/patients or individuals within or outside the facility to work for improvement in resident/patient care, and send and receive his/her personal mail unopened, unless medically contraindicated (as documented by his/her physician in his/her medical record).
- May meet with, and participate in activities of social, religious and community groups at his/her discretion, unless medically contraindicated (as documented by his/her medical record).
- Is informed of the facility's visiting hours policies and the rights and responsibilities of visitors.
- May retain and use his/her personal clothing and possessions as space permits, unless to do so would infringe upon the rights of other residents/patients, unless medically contraindicated (as documented by his/her physician in his/her medical record).
- If married, is assured of 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).
- Is assured of exercising his/her civil and religious liberties, including the right to independent personal decisions and knowledge of available choices shall not be infringed and the facility shall encourage and assist in the fullest possible exercises of these rights.
- The resident/patient has the right to vote, if he/she chooses to do so, with arrangements made by the facility.
- Is assured of the right to receive, upon request, kosher food or food products prepared in accordance with the Hebrew Orthodox religious requirements, as a matter of religious belief, desires to observe Jewish dietary laws.
- Is upon request by the resident/patient representative, informed of his/her specific assignments to a patient classification category as contained in Appendix 13-A, here entitled "Patient Categories and Case Mix Indices under resource utilization group (RUG II) Classification System/Perspective Payment System (PPS)".
- The resident/patient has the right to inspect and purchase photocopies of all records pertaining to the resident/patient, upon written request and forty-eight (48) hour notice to the facility.
- The resident/patient has the right to choose a personal attending physician.
- The resident/patient has the right to reside and receive services in the facility with reasonable accommodation of individual needs and preferences, except with the health or safety of the individual or other residents/patients would be endangered.
- The resident/patient has the right to make choices about aspects of his/her life in the facility that are significant to the resident/patient.

**All rights and responsibilities specified in these paragraphs as they pertain to:

- 1) A resident/patient adjudicated incompetent in accordance with state law.
- 2) A resident/patient who is found, by his/her physician, to be medically incapable of understanding these rights

If at any time, you would like further interpretation or clarification of these rights, or if there is a concern in the exercise of these rights, please consult your Social Worker or Administrator.

Copies are also available in Spanish or Yiddish upon request to your Social Worker or Administrator.