AMOREM

QUALITY.
COMPASSION.
SUPPORT.

PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES

Patients are entitled to be made aware of their rights and responsibilities before services begin and to exercise those rights as patients of AMOREM. The patient's family, guardian or power of attorney, in accordance with state law, may exercise the right when the patient can no longer make decisions for him/herself.

PATIENTS HAVE THE RIGHT:

- To be fully informed of the process for acceptance and continuance of eligibility for AMOREM services, limitations, philosophy, care and treatment prior to admission.
- To receive information about the services covered under the Hospice Medicare Benefit.
- To receive care of the highest quality, regardless of diagnosis, age, gender, nationality, race, creed, sexual preference, disability and ability to pay.
- To have one's property and person treated with respect, consideration and recognition of patient's dignity and individual cultural values and beliefs.
- To religious freedom, including the right to espouse no religious belief.
- To request and receive support, comfort and palliative care from the AMOREM team, as long as the attending physician certifies eligibility.
- To every consideration of privacy concerning their care. Consultation, examination and treatment are confidential. All patient/family information is held in confidence and will be shared only as allowed under the HIPAA rules unless separate authorization is obtained.
- To participate in all decisions involving their hospice care and home care and in the development of their own individualized plan of care in accordance with the attending physician's orders. Patients have the right to be informed of any changes in their care and/or treatment. Foreign-speaking or sensory-impaired patients have the right to an interpreter.
- To formulate advance care directives.
- To a clear, concise explanation of all proposed procedures, including the possibilities of any medically significant risks involved and to information concerning the existence of significant alternatives.
- To refuse services or treatment and be fully informed of the medical consequences of this action.
- To be informed of any financial benefits when referred to an organization.
- To choose a health care provider and request transfer to another program or facility, if necessary or desired, and to terminate hospice care at any time.
- To receive effective pain management and symptom control for conditions related to the terminal diagnosis and to be informed of anticipated outcomes of care and any barriers in outcome achievement.
- To expect adequate and thorough care instructions to be given to them and/or their caregiver(s) and to have their questions answered honestly.
- To expect 24-hour, seven-days-a-week, on-call nursing and administrative services by calling AMOREM at 828.754.0101.
- To expect grief support care for themselves and their families.
- To be able to identify AMOREM team members through proper organization identification.
- To be free from mistreatment, neglect or verbal, mental, sexual and physical abuse, including injuries of unknown source, and misappropriation of patient property.

- To have visitors in the patient care units and to receive written communication while there. Relatives, friends or significant others may stay with patients 24 hours a day.
- To receive assistance and counseling from AMOREM staff in obtaining financial assistance from available public and/or private sources to help meet medical or living expenses.
- To be informed in advance of an itemized and detailed explanation of cost for services rendered by AMOREM, to include payment for care expected from third parties and any care the patient will be liable for.
- To receive care and services that are adequate, appropriate and in compliance with relevant federal and state laws and rules and regulations.
- To recommend changes in policies and procedures, personnel or care/services and to be informed of supervisory accessibility and availability.
- To be notified within 10 days when the agency's license has been revoked, suspended, canceled, annulled, withdrawn, recalled or ammended.
- To voice grievances and concerns without threat of discrimination and/or reprisal and have all concerns investigated. For information, to ask questions or to express a complaint, call AMOREM, at 828.754.0101; N.C. Division of Health Service Regulation at 919.855.4500 (Hours: 9 a.m. to 12 p.m. and 1 p.m. to 4 p.m. weekdays except holidays); or the Community Health Accreditation Partner, Inc. at 800.656.9656.

PATIENTS/FAMILIES HAVE THE RESPONSIBILITY:

- To ensure that the patient remains under a physician's care while receiving hospice services.
- To provide AMOREM with a complete and accurate health history of the patient.
- To notify AMOREM first when any medical problem arises and/or changes occur in the patient's condition.
- To participate in the patient's care by asking questions and expressing concerns and needs.
- To provide a safe home environment for both the patient and AMOREM staff, so that appropriate and timely in-home care can be provided.
- To accept or refuse treatment, and in so doing, to cooperate with the physician, AMOREM staff and other care providers.
- To provide AMOREM with accurate and appropriate insurance and financial information, as necessary.
- To sign required consents and releases for information, as needed, to provide adequate and appropriate care and to help secure payment for services rendered.
- To notify AMOREM staff immediately of any decision to seek or obtain treatment and services not included in the patient's hospice plan of care.
- To express gratitude for services provided, recognizing that their gifts or favors to individual staff/volunteer members cannot be accepted.

828.754.0101 • 1.844.4AMOREM
WWW.AMOREMSUPPORT.ORG

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AMOREM complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-828-754-0101 Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-828-754-0101 。Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-828-754-0101.

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