



BILL OF RIGHTS

This Bill of Rights outlines what you can expect from your RiverStone Health Hospice care providers. It also explains your responsibilities as you participate in your plan of care.

Dignity and Respect

Patients have the right to:

- Have their property and person treated with respect
- Be free from verbal, mental, sexual, and physical abuse, including injuries of unknown source, neglect, and misappropriation of property.

Decision Making, Consent, and Services Provided Patients have the right to:

- Participate in, and be informed about, and consent or refuse care in advance of and during treatment with respect to:
 - To be fully informed about and encouraged to participate in planning your care;
 - To receive effective pain management and symptom control from hospice for conditions related to terminal diagnosis;
 - Choose your attending physician;
 - To receive information regarding the agency's policy on Advance Directives;
 - To be informed about policies and procedures regarding tracking and disposing of controlled substances;
 - The frequency of visits;
 - Any factors that could impact treatment effectiveness
- Receive all services outlined in the plan of care.

Privacy and Access to Medical Records

- Patients have the right to a confidential clinical record
- Patients have the right to access and to the release of patient information and clinical records

Language Services and Auxiliary Aides

- Patients have the right to be informed of the right to access auxiliary aids and language services and how to access these services

Discharge/Transfer Policy

- Patients have the right to be informed of and receive a copy of the hospice agency's policy for transfer and discharge.

Financial Information

Patients will be advised of:

- The extent to which payment for hospice services may be expected from Medicare, Medicaid, or any other insurer known to the hospice agency
- The charges for services that may not be covered by Medicare, Medicaid, or any other insurer known to the hospice agency
- The charges the individual may have to pay before care is initiated
- To notify us immediately of any change in Medicare, Medicaid or insurance coverage. Failure to do so may result in a change in your financial responsibility.
- Information regarding any beneficial relationships between RiverStone Health Hospice and referring agencies.

RiverStone Health offers a sliding fee scale for those who meet eligibility guidelines. For more information, contact Fiscal Services at (406) 247-3200.

Patients have the right to receive proper written notice in advance if the hospice agency believes that the service may be non-covered care; or in advance of this agency reducing or terminating ongoing care.

Patient's record is made available to a patient, free of charge, upon request at the next home visit, or within four business days (whichever comes first).

Patient and Patient Representative Responsibilities

- To treat RiverStone staff and volunteers with respect. Harassment of any kind (mental, physical, sexual, emotional) will not be tolerated, and the patient will be automatically discharged from services.
- To provide a safe environment for hospice staff and volunteers. This includes:
 - Refrain from smoking in the presence of hospice staff and volunteers
 - Refrain from illicit drug use or intoxication in the presence of hospice staff and volunteers
 - To ensure any weapons in the home are unloaded and secured in a locked area or removed from the premises
 - Optimize healing and learning environments by minimizing noise and environmental distractions
 - Contain or restrain pets
- To notify RiverStone Health Hospice of changes in your condition. If changes in laboratory results, medications, ambulance/emergency services, outpatient or inpatient treatment is not reported to the hospice agency, you understand you may be responsible for medical bills related to the terminal illness in lieu of hospice notification

- To accept hospice Medical Director visits at appropriate time points as defined by Medicare regulations, if applicable.
- To be present at the agreed upon visit time and call hospice agency if you are not going to be home for a scheduled visit 2 hours in advance
 - Cancellation policy is 24 hours prior to scheduled visit
 - Three unplanned cancellations will result in potential discharge
- To behave in a manner that is responsible, considering the nature of client illness
- To follow the recommended treatment plan you have agreed to; including instructions from nursing and other health care disciplines
- Sign the required consents prior to being given care or received (or have medical proxy available to sign)
- Failure to comply with rights and responsibilities will result in early discontinuation of Home Care services

Area Resources Available

Area II Agency on Aging Phone number: (406) 323-1320
 Address: 1502 4th ST W; PO Box 127 Roundup, MT 59072-0127

Living Independently for Today and Tomorrow Phone number: (406) 655-7640
 Address: 1201 Grand Ave, Suite #1 Billings, MT 59102

Adult Protective Services Phone number: (844) 277-9300

Adult Resource Alliance Phone number: (406) 259-9666
 Address: 1505 Avenue D Billings, MT 59102

KEPRO Region 8 (Beneficiary and Family Centered Care Quality Improvement Organization)

Phone Number (888) 317-0891 TTY (855) 843-4776

Concerns & Complaints

Patients will be advised of:

- By law, the state maintains a line to receive complaints or questions about home health agencies. The number in Montana is (800) 762-4618. This line is answered in person 8 A.M. to 12 P.M. and 1 P.M. to 3:30 P.M. Monday through Friday. You may leave a message after hours and on holidays.

Patients have the right to file complaints with the hospice agency:

- Regarding their treatment and/or care that is provided

- Regarding treatment and/or care that the agency fails to provide
- Regarding the lack of respect for property and/or person by anyone who is providing services on behalf of the hospice agency.

Free from Reprisal

- Patients have the right to be free from any discrimination or reprisal for exercising his or her rights or for voicing grievances to the hospice agency or an outside entity.

In the event questions or concerns arise specific to our services, you or those listed on the family list have right to contact the following individuals, in the order listed, to voice such concerns:

Kandra Diefenderfer, Senior Director, Home Care and Hospice Service.....406-651-6500
 Jon Forte, President & CEO.....406-247-3200
 Nathan Bates, MD, Medical Director.....406-651-6500

You may also contact the Community Health Accreditation Program (CHAP) with any questions, complaints, or concerns at 1-800-656-9656 and leave a message, 24 hours a day, 7 days a week.

**RiverStone Hospice
 Hours of Service**

Professional staff members are on duty from 8 A.M. to 5 P.M. Monday through Friday and available after hours, weekends and holidays for changing symptoms or emergencies by calling (406) 651-6500. After hours if your call is not returned within 10 minutes, call (406) 861-9052.

