



Patient Rights

1. General information. A hospice shall provide each patient and patient's representative, if any, with a written statement of the rights of patients before services are provided, and shall fully inform each patient and patient's representative, if any, of all of the following:
 - (a) During the initial assessment visit in advance of furnishing care the hospice must provide the patient or representative with verbal (meaning spoken) and written notice of the patient's rights and responsibilities in a language and manner that the patient understands.
 - (b) Those patient rights and all hospice rules and regulations governing patient responsibilities, which shall be evidenced by written acknowledgement provided by the patient, if possible, or the patient's representative, if any, prior to receipt of services.
 - i. If a patient has been adjudged incompetent under state law by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed pursuant to state law to act on the patient's behalf.
 - ii. If a state court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with state law may exercise the patient's rights to the extent allowed by state law.
 - (c) The right to prepare an advance directive. The hospice must inform and distribute written information to the patient concerning its policies on advance directives, including a description of applicable state law.
 - (d) The right to be informed of any significant change in the patient's needs or status.
 - (e) The hospice's criteria for discharging the individual from the program.
 - (f) The hospice must obtain the patient's or representative's signature confirming that he or she has received a copy of the notice of rights and responsibilities.
2. Rights of patients. In addition to rights to the information under sub. (1), each patient shall have all of the following rights:
 - (a) To exercise his or her rights as a patient of the hospice.
 - (b) To receive effective pain management and symptom control from the hospice for conditions related to the terminal illness.
 - (c) To participate and be involved in planning care and in planning changes in care.
 - (d) To select or refuse care or treatment.
 - (e) To choose his or her attending physician.
 - (f) To have his or her property and person treated with respect.
 - (g) To voice grievances regarding treatment or care that is (or fails to be) furnished and the lack of respect for property by anyone who is furnishing services on behalf of the hospice.
 - (h) To not be subjected to discrimination or reprisal for exercising his or her rights.
 - (i) To confidential treatment of personal and clinical record information and to access, approve, or refuse release of information to any individual outside the hospice, except in the case of transfer to another health care facility, or as required by law or third party payment contract.

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- (j) To request and receive an exact copy of one's clinical record.
 - (k) To be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property.
 - (l) To be free from restraints and seclusion except as authorized in writing by the attending physician to provide palliative care for a specified and limited period of time and documented in the plan of care.
 - (m) To be treated with courtesy, respect and full recognition of the patient's dignity and individuality and to choose physical and emotional privacy in treatment, living arrangements and the care of personal needs.
 - (n) To privately communicate with others without restrictions.
 - (o) To receive visitors at any hour, including small children, and to refuse visitors.
 - (p) To receive information about the services covered under the hospice benefit. To be informed prior to admission of the types of services available from the hospice, including contracted services and specialized services for unique patient groups such as children.
 - (q) To be informed of those items and services that the hospice offers and for which the resident may be charged, and the amount of charges for those services. Receive information about the scope of services that the hospice will provide and specific limitations on those services.
3. Patient complaint procedure. Each patient shall have the right, on his or her own behalf or through others, to do all of the following:
- (a) Express a complaint to hospice employees, without fear of reprisal, about the care and services provided and to have the hospice investigate the complaint in accordance with an established complaint procedure. The hospice shall document both the existence of the complaint and the resolution of the complaint. The hospice must:
 - i. Ensure that all alleged violations involving mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property by anyone furnishing services on behalf of the hospice, are reported immediately by hospice employees and contracted staff to the hospice administrator.
 - ii. Immediately investigate all alleged violations involving anyone furnishing services on behalf of the hospice and immediately take action to prevent further potential violations while the alleged violation is being verified. Investigations and/or documentation of all alleged violations must be conducted in accordance with established procedures.
 - iii. Take appropriate corrective action in accordance with state law if the alleged violation is verified by the hospice administration or an outside body having jurisdiction, such as the state survey agency or local law enforcement agency.
 - iv. Ensure that verified violations are reported to state and local bodies having jurisdiction (including to the state survey and certification agency) within 5 working days of becoming aware of the violation.
 - (b) Express complaints to the department, and to receive a statement provided by the department setting forth the right to and procedure for filing verbal or written complaints with the department.
 - (c) Be advised of the availability of a toll-free hotline, including its telephone number, to receive complaints or questions about local hospices, and be advised of the availability of the long term care ombudsman to provide patient advocacy and other services.

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Contact Information

As your hospice provider, we strive to provide quality health care services. If you need assistance, have a question, or complaint, contact the manager or supervisor at your hospice location:

Eau Claire: Mayo Clinic Health System
1221 Whipple Street
Eau Claire, WI 54703
1-715-831-0100 or 1-800-236-8408

Red Wing: Mayo Clinic Health System
701 Hewitt Boulevard
Red Wing, MN 55066
1-651-385-3410 or 1-888-485-3410

La Crosse: Mayo Clinic Health System
700 West Avenue South
La Crosse, WI 54601
1-608-392-9790 or 1-800-362-5454 extension 9790

If a patient or a patient representative (anyone representing the patient's interests) has a concern with the patient's care and treatment, believes that the patient's rights have been violated, and/or that the hospice has not resolved these concerns to your satisfaction, you have a right to contact:

Wisconsin Division of Quality Assurance
1 West Wilson Street
PO Box 2969
Madison, WI 53701-2969
1-608-266-0224 or 1-800-642-6552
www.dhs.wisconsin.gov/bqaconsumer/HealthCareComplaints.htm

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
1-800-994-6610
Email: complaint@jointcommission.org

**Wisconsin Department of Health Services
Office of Affirmative Action and Civil Rights Compliance**
1 West Wilson Street, Room 656
PO Box 7850
Madison, WI 53707-7850
1-608-266-9372
Fax: 1-608-266-0583
WI Relay Services 711 or 1-888-701-1251 (TYY)

Centers for Medicaid and Medicare Services
7500 Security Boulevard
Baltimore, MD 21244-1850
1-877-267-2323

Ombudsman for Long Term Care
1402 Pankratz Street, Suite 111
Madison, WI 53704-4001
1-800-815-0015

If you are a Medicare client, you may also contact the Medicare Quality Improvement Organization (QIO) with questions or complaints:

Livanta LLC
Toll-Free Beneficiary Helpline* 1-888-524-9900
TTY/TTD 1-888-985-8775
BFCC-QIO Program
10820 Guilford Road, Suite 202
Annapolis Junction, MD 20701-1105

* The toll-free Helpline operates a voice message system 24 hours a day. Calls received during the evenings, on weekends, or on holidays are returned the next day. The purpose of the Helpline is to receive complaints regarding Wisconsin licensed and Medicare/Medicaid certified home health agencies and hospices and to provide information about Wisconsin home health agencies and hospices.