



The Gentle Hands Care Agency

Patient Rights

Lesson Plan and Speaking Notes

Federal regulations guarantee patients certain rights, and the agency must meet these requirements. The agency must make sure all patients and staff members receive information on these. On admission, patients are given a copy of patient rights. During your orientation someone went over all of the patient rights with you, and you were given a copy of these.

A home health care agency must protect and promote the rights of each patient.

The patient has a right to a dignified existence and self-determination.

Can you name some patient rights?

Examples of Patient Rights

Participate in planning care and treatment or changes in care and treatment

Access to all records pertaining to himself including current clinical records

To be fully informed in language that he or she can understand of her total health status, including her medical condition

Choose a personal attending physician

Be informed of the name, specialty, and way of contacting the physician responsible for his care

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

Be informed of names, addresses, and telephone numbers of all pertinent State client advocacy groups, such as the State survey and certification agency, the State licensure office, the State ombudsman program, the protection and advocacy network, and the Medicare fraud control unit

To have his/her property treated with respect

Voice grievances without discrimination or reprisal

Manage his or her financial affairs, and the agency may not require patients to deposit their personal funds with the agency

Choose visitors, and deny or withdraw consent for visits at any time

Have reasonable access to the use of a telephone where calls can be made without being overheard

Self-administer drugs, if the interdisciplinary team has determined that this practice is safe

What are some changes we should notify the patients and family members about?

Notification of Changes

An agency must immediately inform the patient; consult with the patient's physician; and if known, notify the patient's legal representative or an interested family member when there is:

An accident involving the patient which results in injury and has the potential for requiring physician intervention

A significant change in the patient's physical, mental, or psychosocial status

A need to alter treatment significantly

A decision to transfer or discharge the patient from the agency

What are some things the patient has a right to refuse?

The Patient Has the Right to Refuse:

Medications

Treatments

Food

Activities

Visits by family, friends, staff members, doctors

Procedures

Getting dressed or wearing certain clothes

Bathing

Going to bed, getting out of bed

Personal Privacy and Confidentiality

Includes medical treatment, written and telephone communications, personal care, visits, and meetings of family members

Privacy in written communications, including the right to send and promptly receive mail that is unopened

Privacy of the Patient's Personal and Clinical Records:

Chart, treatment record, medication record, turning schedule, care instructions

This includes any document that reveals personal information about the patient.

Don't leave them where others can see them.

Do not tell anyone this information in person or over the phone unless there is written documentation that the patient has specifically designated the person to be allowed to receive this sort of information.

It can help you to remember a patient's rights if you remind yourself that this is the patient's home.

Knock on the door before entering, and announce yourself.

Close doors, curtains, and blinds during personal care and toileting.

Eavesdropping is a violation of privacy.

How can we promote the patient's dignity?

Dignity

The agency must promote care for patients in a manner and in an environment that maintains or enhances each patient's dignity and respect in full recognition of his or her individuality.

Explain what you want to do, and give the respect the patient's responses.

Keep promises.

Patient dressed in own clothes, that are appropriate and clean, fit right

Talk to the patient rather than talking over the patient.

Acknowledge patient complaints.

Pay attention to the patient and respect her feelings.

Cover catheter bags and tubing.

Give toileting assistance when needed.

Keep face, mouth, dentures, glasses, and furniture clean.

Keep hair clean and combed and face cleanly shaved.

Keep nails clean and trimmed.

Address the patient by his last name unless he specifies another preference.

Nicknames can be interpreted as infantilizing the patient and violating her dignity.