

NOTICE OF PATIENT RIGHTS & RESPONSIBILITIES

The following document explains the rights and responsibilities of individuals who are receiving care from Navian Hawaii, and our obligation to protect and promote those rights.

Our Hospice Patient Has the Right:

- To use their rights
- To be treated with respect and to have their property respected
- 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
- To be treated fairly and not subject to discrimination, even after exercising their rights
- To good pain management and good symptom control
- To be a part of deciding on the plan for their care
- To refuse any care or treatment offered
- To choose their attending physician
- To have a private and confidential medical record and to have medical information used only as allowed under federal law
- To be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property
- To be told what services are covered under the hospice benefit
- To be told what services the hospice will provide

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. If the 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.

Complaints About Your Hospice Care

Any complaint made about your hospice care will go to the President & CEO, will be investigated immediately and action will be taken to correct the problem, including reports to law enforcement or a state survey agency if needed.

For more information on how to submit a complaint, please see the last section, "Complaints About Your Care" on page three of this document.

All Patients Have the Right:

- **To respectful and compassionate care:** receiving care that is respectful, dignified, and supportive, free from abuse, neglect, harassment, exploitation, and discrimination; being treated with respect to your cultural, spiritual, personal values, beliefs and preferences.
- **To non-discrimination:** receiving services without discrimination based on race, color, sex, ethnicity, gender, gender identity or expression, sexual orientation, age, religion, national origin, cultural or educational background, physical or mental disability or your ability to pay.

- **To information about treatment:** receiving information about their condition, prognosis, treatment options, risks, benefits and alternatives in a manner they can understand; knowing the identity and professional role of individuals involved in their care; obtaining their medical records within a reasonable time frame, within the limits of the law.
- **To participation in care and decision-making:** participating actively in decisions regarding their care, treatment and services; accepting or refusing treatment, including life-sustaining treatment, to the extent permitted by law; designating a health care agent or surrogate decisionmaker and utilizing advance directives when applicable and permitted by law and facility policy.
- **To pain and symptom management:** receiving appropriate assessment and management of pain and other distressing symptoms consistent with palliative and medical best practices.
- **To financial information:** receiving information about the service charges, including what may be covered by insurance and any financial responsibilities that may apply.
- **To privacy and confidentiality:** having their privacy and confidentiality respected within the limits of the law. For more information, refer to our “Notice of Privacy Practices.”
- **To communication and language assistance:** receiving information in a language and format they understand; requesting free interpreter services or other free communication assistance, to be provided when available. Free language assistance will be provided to patients whose primary language is not English, such as qualified interpreters or information written in other languages. These free services also include providing people with disabilities reasonable modifications as well as free appropriate auxiliary aids and services to communicate effectively with us, such as qualified sign language interpreters or written information in other formats.
- **To voice concerns and complaints:** receiving a written statement of patient rights, discussing with any one of your medical team and making a complaint without compromising future access to care. Complaints will be handled in a timely manner, and efforts made to effectively resolve concerns. We will not retaliate against you for filing a complaint.

All Patients Have the Responsibility:

- **To provide accurate information:** providing accurate and complete information about their medical history, medications, symptoms and concerns; notifying their Provider or Care Team of changes in condition or concerns about their care.
- **To participate in their care:** participating in their health care decisions and obtaining necessary information from their Provider or Care Team to make informed choices.
- **To communicate questions or concerns:** asking questions when they do not understand their care and treatment or what is expected of them; understanding that outcomes may be affected if they do not cooperate with their care, service or treatment plan; informing their Provider or Care Team if they are unable or unwilling to follow recommendations.
- **To follow program and practice policies:** following reasonable safety, infection control and operational policies; respecting the property and environment of our programs and care settings.
- **To meet financial responsibilities:** providing accurate insurance information; meeting financial obligations related to care, as agreed upon and permitted by law.
- **To respect others:** treating health care providers, staff, other patients and visitors with courtesy and respect; refraining from abusive, threatening or disruptive behavior.



Complaints About Your Care:

Discuss with your Provider or Care Team about any concerns or complaints about your care.

You have the right to file a complaint with:

- Navian Hawaii's Compliance Officer
complianceofficer@navianhawaii.org
808-791-8017
- State Department of Health – Office of Health Care Assurance
601 Kamokila Boulevard, Room 395, Kapolei, HI 96707
808-692-7240
- **For Medicare members:** Medicare Beneficiary Ombudsman
www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home
- **For Medicare members:** Commence Health, a Quality Improvement Organization
877-588-1123

You may request information for other protective services and regulatory agencies.