



Rights of Residents in Long-Term Care Facilities



WHO SHOULD I CONTACT IF I AM CONCERNED ABOUT MY RIGHTS?

If you have concerns about maintaining your rights as the resident of a nursing or residential care facility operating in Iowa, please call the Office of the State Long-Term Care Ombudsman at 866.236.1430.

Depending on your situation and where you live, you may be connected with a Volunteer Ombudsman for your facility, the Local Long-Term Care Ombudsman who monitors facilities in the part of Iowa in which you reside or another staff member who can assist you with legal issues, discharge concerns, elder abuse or other matters.

INFORMATION:

Residents have the right to:

- Be fully informed of available services and the charges for each service.
- Be fully informed of facility rules and regulations, including having access to a written copy of residents' rights.
- Be provided with the contact information for the Office of the State Long-Term Care Ombudsman and the state survey and certification agency.
- Have access to state survey reports and the facility's plans of correction.
- Receive advance notice of a change in rooms or roommates.
- Receive assistance if a sensory impairment exists.
- Receive information in a language they understand (e.g., Spanish, Braille).

COMPLAINTS:

Residents have the right to:

- Present grievances to staff or any other person without fear of reprisal and with prompt efforts by the facility to resolve those grievances.
- Complain to the Office of the State Long-Term Ombudsman.
- File a complaint with the state survey and certification agency.

PERSONAL CARE:

Residents have the right to:

- Receive adequate and appropriate care.
- Be informed of all changes in medical condition.
- Participate in their own assessment, care planning, treatment and discharge.
- Refuse medication and treatment.
- Refuse chemical and physical restraints.
- Review their own medical record.
- Be free from charge for services covered by Medicaid or Medicare.

PRIVACY AND CONFIDENTIALITY:

Residents have the right to:

- Private and unrestricted communication with any person of their choice.
- Privacy while receiving treatment and personal care.
- Privacy and confidentiality regarding medical, personal or financial affairs.

TRANSFERS AND DISCHARGES:

Residents have the right to:

- Remain in the facility unless a transfer or discharge is:
 - a) necessary to meet their welfare;
 - b) appropriate because their health has improved and they no longer require that level of care;
 - c) needed to protect the health and safety of other residents or staff; or
 - d) required because they have failed, after reasonable notice, to pay the facility charge for an item or service provided at their request.
- Receive a 30-day notice of transfer or discharge that includes the reason, effective date, location to which they are being transferred or discharged, notice of the right to appeal and the name, address and telephone number of the Office of the State Long-Term Care Ombudsman.
- Safe transfer or discharge through sufficient preparation by the facility.

DIGNITY, RESPECT AND FREEDOM:

Residents have the right to:

- Be treated with consideration, respect and dignity.
- Be free from mental and physical abuse, corporal punishment, involuntary seclusion and physical and chemical restraints.
- Control their life and provide input on decisions made on their behalf (self-determination).
- Ensure their possessions are safe and secure.

VISITATION:

Residents have the right to:

- Visits from their personal physician and representatives from the state survey agency and the Office of the State Long-Term Care Ombudsman.
- Visits by relatives, friends and other individuals of their choice.
- Visits by organizations or individuals providing health, social, legal or other services.
- Refuse visitors.

INDEPENDENCE:

Residents have the right to:

- Make personal decisions, such as what to wear, when to sleep or how to spend free time.
- Reasonable accommodation of their needs and preferences.
- Choose a physician.
- Participate in community activities, both inside and outside of the facility.
- Organize and participate in a Residents' Council.
- Manage their own financial affairs.