

Resident Rights



Inception

- Resident rights are guaranteed by the Federal 1987 Nursing Home Reform Law and Iowa Code
 - Requires long-term care facilities to promote and protect the rights of residents
 - Places a strong emphasis on individual dignity and self-determination.

Resident Rights

Staff shall provide privacy and maintain dignity and respect.

- Display respect when speaking with, caring for, or talking about a resident.
- Examine and treat in a manner that maintains the privacy of their bodies.
 - Includes toileting, bathing and other activities of personal hygiene.
- Knock and be acknowledged before entering a resident's room.

Resident Rights

Residents shall be free from abuse and restraints.

- Mental abuse
- Physical abuse
- Chemical restraints
- Physical restraints

Resident Rights

Residents may participate in planning of care and medical treatment.

- Examples include nursing, nutrition, rehabilitation, restorative therapies, activities and social services.
 - May include resident refusal.
- Be informed of condition and advised of any significant changes.

Residents Rights

Staff shall provide resident choices and honor individual preferences.

- Allow maximum flexibility in the daily routine.
- Ensure ability to communicate, associate and meet privately with persons of the residents' choice.
- Permit free choice of a physician and pharmacy, if accessible.

Resident Rights

Residents shall be ensured confidential treatment of all information in the resident's record.

- Grant access to professional staff involved in planning for resident's services.
- Provide written consent for the release of information to persons not otherwise authorized under law.

Resident Rights

Staff shall ensure residents are fully informed of their rights related to admission.

- Provide notice of charges and fees.
- Inform of other benefits that he/she may be eligible for.
- Advise of the kinds and amounts of personal possessions permitted.

Resident Rights

Staff shall ensure residents are fully informed of their rights related to transfer or discharge.

- Involuntary transfer or discharge.
 - Provide written notice to the resident and the Office of the State Long-Term Care Ombudsman.
 - Inform the resident of appeal rights.
 - Collaborate with the Discharge Specialist.

Resident Rights

Residents may voice grievances and recommend changes without fear of interference, coercion, discrimination, or reprisal.

- Facility shall:
 - Implement a written procedure for registering and resolving grievances and recommendations by residents or their responsible party.
 - Post in a prominent area the name, telephone number and address of the Ombudsman, Iowa Department of Inspections and Appeals, Disability Rights Iowa and the Local Law Enforcement Agency.



Office of the State Long-Term Care

OMBUDSMAN

Established within the Iowa Department on Aging

515.725.3333 | 866.236.1430 | www.iowaaging.gov