

## PATIENT'S BILL OF RIGHTS

A patient at Sunland Home Foundation has the right to expect the following:

1. Sunland Home recognizes the patient's right to be informed of his or her rights, to participate in the development and implementation of his or her plan of care, and to make decisions regarding his or her care. The Patient (or Agent for Healthcare if Patient is not able) has the right to confer with Director of Christian Science Nursing, regarding the type of care received. Sunland will respect and find a compromise, to the extent we are able, the carrying out of those wishes. The patient also has the right to receive support from the Christian Science nursing department and the administration for their desire to rely radically on Christian Science for healing. The Patient has the right to be informed regarding the nursing care received. The patient may see his/her care plan and request an explanation of Christian Science nursing procedures. The patient is free to know the names of the Christian Science nurses responsible for his/her care. The patient has the right to the care of their choice and to consult with the Director of Christian Science Nursing regarding care options.
2. The right to formulate advance directives and to have those directives followed. Advance directives are particularly important for a patient choosing to rely solely upon a religious nonmedical method of healing as it makes his or her wishes known in the event he or she becomes incapacitated and unable to make health care choices. You will find a pamphlet about advance directives which is put out by Medicare in the back of this booklet.
3. The right to privacy. Sunland respects the patient's right to confer in private with his/her practitioner, nurse, family, friends, or Executive Director. She/he has a right to privacy while receiving nursing care. No one from outside the facility may see a patient without his/her permission.
4. The right to receive care in a safe setting. The right to be free from verbal, psychological, and sexual and physical abuse, and misappropriation of property and to be treated courteously, compassionately, and impartially. His/her dignity and individuality will be respected. Likewise, Patient agrees to treat staff and other patients/guests at Sunland in a respectful manner.
5. The right to confidentiality of personal and nursing records. These will not be released to individuals outside the facility without the patient's permission, except in the case of transfer to another facility or as required by law or third-party payment contract.
6. The right to prompt, high-quality Christian Science nursing service regardless of race, color, national origin, age, physical disability or source of payment for his/her care.
7. The right to be free from the use of restraints.
8. The right to be free from involuntary seclusion.
9. The right to know which services are included in the *per diem* rate and for which services and supplies there will be an additional charge. The patient has a right to manage his/her own personal financial affairs. Information given to the facility regarding personal finances will remain confidential.

10. The right to know that every function of every department is subject to an ongoing quality assessment program, and it is the responsibility of the Executive Director, Director of Christian Science Nursing, and all department managers to maintain the high standards called for in this program.
11. The patient has a right to discharge planning evaluation and to be protected against transfer without cause. The patient has the right to be discharged from the facility whenever she/he or the patient's agent for healthcare (when patient is unable) desires.
12. The right to present grievances. In the unlikely event that there is some problem arising from your stay at Sunland, or care given by Sunland staff, you may speak to the Director of Christian Science Nursing at any time. Your communication will be held in the strictest confidence, and a prompt and satisfactory resolution will be sought. If you do not feel your concerns have been adequately met, or you do not want to talk with the Director of Christian Science Nursing, you may go to the Executive Director for a resolution. If the Executive Director is unable to resolve the matter, it shall be forwarded to the Board of Trustees for their immediate attention and final decision. If the patient does not feel he or she has a satisfactory solution, he or she has the right to go to any agency he or she deems appropriate.

The patient is responsible for cooperating with the facility policies and practices, and for being considerate of the rights of other patients and staff. The patient is responsible for upholding conditions of admissions—as stated in the facility's admissions-application and informational literature.

\*\*\*Sunland is a Medicare provider. In the case of a Medicare-coverable patient, the patient always has the choice to revoke his or her election. This is covered in detail in the Medicare admissions process. \*\*\*