

Residents' Rights Poster Template

(Instructions: Add facility name and edit to include applicable state requirements)

Know Your Rights under Federal Nursing Home Regulations

What are your Federal rights in a nursing home?

As a resident of [Facility Name], you have certain rights and protections under Federal law that help ensure you get the care and services you need.

[Facility Name] must provide you with a written description of your legal rights. Keep the information you receive about your rights, admission and transfer policies, and any other information from [Facility Name] in case you and/or your representative need to look at them later.

Generally

All residents have the right to equal access to quality care regardless of diagnosis, severity of condition, or payment source.

Exercise of Rights

You have the right to exercise your rights as a resident of [Facility Name] and as a citizen of the United States, without fear of interference, coercion, discrimination or reprisal. You and/or your representative have the right to organize or participate in resident and/or family groups. You also have the right to choose a representative, including a spouse (opposite or same sex), family member, friend or others to exercise your rights on your behalf. Legal guardians appointed on your behalf may exercise your rights according to state law. You retain the ability to exercise any rights that you do not delegate to a representative.

Planning and Implementing Care

You and/or your representative have the right to be fully informed of your medical condition in a language you can understand, and to participate in your person-centered care planning and treatment, including the type of caregiver who provides services to you. You also have the right to refuse and/or discontinue medications and treatments (but this could be harmful to your health), and to formulate an advanced directive.

Choice of Attending Physician

You have the right to choose and see your own doctor.

Respect, Dignity and Self-Determination

- You have the right to be treated with respect and dignity.
- You have the right to retain and use personal possessions.
- You have the right to the reasonable accommodation of your needs so long as it doesn't endanger the health or safety of you or other residents.
- You have the right to choose your roommate when practicable.
- You have the right to choose activities and schedules (including sleeping and waking times).
- You have the right to participate in community activities both inside and outside of [Facility Name].
- You have the right to spend private time with visitors. [Facility Name] must permit your family, your representative(s), your physician, a representative of the state, and your [Long-Term Care Ombudsman](#) to visit you at any time. You don't have to see any visitor you don't want to see. Additionally, [Facility Name] must provide you with reasonable access to any person who gives you help with your health, social or legal needs.
- You have the right to manage your own money or choose someone you trust to do this for you. If you ask [Facility Name] to manage your personal funds, you must sign a written statement that allows [Facility Name] to do this for you. [Facility Name] must allow you access to your bank accounts, cash, and other financial records. [Facility Name] must place your money over \$100 (\$50 for those receiving Medicaid) in an account that provides interest, and they must give you quarterly statements. [Facility Name] must protect your funds from any loss by buying a bond or providing other similar protections.
- If you and your spouse both live in [Facility Name], you have the right to share a room (if you both agree to do so).
- You have the right to be free from physical (except if you're at risk of harming yourself or others) or chemical restraints.
 - Physical restraints are any manual method or physical or mechanical device, material, or equipment attached to or near your body so that you can't remove the restraint easily. Physical restraints prevent your freedom of movement or normal access to your own body.
 - A chemical restraint is a drug that's used for discipline or convenience and isn't needed to treat your medical symptoms.

- You have the right to be informed of all resident rights and responsibilities in [Facility Name], including the right to access your personal and medical records. You have the right to communicate with Federal, State or local officials, including surveyors and the State Long Term Care Ombudsman without any interference from [Facility Name].

Privacy and Confidentiality

- You have the right to send and receive mail and packages. [Facility Name] staff should never open your mail unless you allow it.
- You have the right to use a phone (including your own personal cell phone) and talk privately.
- You have the right to access the Internet and other forms of electronic means of communication to the extent available.

Safe Environment

You have the right to a safe, clean, comfortable and home-like environment that allows you to be as independent as possible. [Facility Name] must take reasonable care to protect your personal property from loss or theft.

Grievances

You have the right to voice grievances to the staff of [Facility Name], or any other person, without fear of discrimination or reprisal. [Facility Name] must resolve the issue promptly.

Freedom from Abuse, Neglect, Misappropriation of Property and Exploitation

You have the right to be free from verbal, sexual, physical, and mental abuse, involuntary seclusion, exploitation, and misappropriation of your property by anyone. If you feel you've been abused, neglected (your needs aren't met), or exploited, report this to [Facility Name], your family, [your local Long-Term Care Ombudsman](#), or [your State Survey Agency](#).

Social Services

[Facility Name] must provide you with any needed medically-related social services, including counseling, help solving problems with other residents, help in contacting legal and financial professionals, and discharge planning.

Admission, Transfer and Discharge Rights

- You must be informed in writing about services and fees before you move into [Facility Name]. [Facility Name] can't require a minimum entrance fee as a condition of residence.

- You can't be sent to another nursing home or be made to leave [Facility Name], except in these situations:
 - It's necessary for the welfare or safety of you or others;
 - Your needs can no longer be met by [Facility Name];
 - Your health has improved to the point that nursing home care is no longer necessary;
 - You don't pay for the services for which you're responsible; or
 - [Facility Name] closes.
- [Facility Name] can't make you leave if you're waiting to get Medicaid or if an appeal is pending. [Facility Name] should work with other state agencies to get payment if a family member or other individual is holding your money.
- You (and your representative) have a right to be notified before you are transferred or discharged from [Facility Name].

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