

Right to Have Your Concerns Addressed

Hospice By The Bay is always interested in patient family feedback, suggestions or concerns regarding our services. All complaints are taken very seriously, responded to and resolved in a timely manner. Be assured that bringing a complaint to our attention will in no way affect future care or service. You may also contact the Department of Health Services at any time, 24 hours a day, seven days a week, to report a complaint or request information.

For more information, contact:

Hospice By The Bay

Rhonda Fisher-Brown, LCSW
Director of Quality Management
17 E. Sir Francis Drake Blvd., Larkspur, CA 94939
Phone: (415) 927-2273 / Fax: (415) 925-1680
Monday—Friday, 8:30am to 5:00pm

In San Francisco:

The California Department of Public Health
Licensing & Certification, San Jose District Office
100 Paseo de San Antonio, Ste. 235
San Jose, CA 95113 / (408) 277-1784

In Marin and Sonoma:

The California Department of Public Health
Licensing & Certification, Sacramento District Office
3901 Lennane Drive, Suite 210
Sacramento, CA 95834 / (916) 263-5800

Community Health Accreditation Program (CHAP)

1275 K Street, NW, Suite 800
Washington, D.C. 20005
(800) 656-9656, www.chapinc.org

Patient & Family Responsibilities

Hospice By The Bay is pleased to be a partner in the care process. This process is best facilitated by the presence of a *Primary Caregiver*.

The *Primary Caregiver* is essential in providing quality continuous care. That person assumes the responsibility of facilitating the *Plan of Care* between Hospice By The Bay staff visits. The *Primary Caregiver* will normally be present during visits and should notify us if a visit needs to be rescheduled.

A *Primary Caregiver* is often a family member or friend who oversees arrangements for the patient's needs and assures a safe home environment in which care can be given. Hospice By The Bay will work with the patient to identify someone to manage in-home caregiving needs if necessary.

Hospice By The Bay is a community based, non-profit, Medicare-certified hospice, providing care to Marin, San Francisco, Northern San Mateo and Sonoma counties.

Hospice By The Bay guarantees that no benefit was received by a health care professional for any patient's referral or transfer.

Information regarding Hospice By The Bay's liability insurance will be provided upon request.



HOSPICE
BY THE BAY

Caring for Generations

Patient & Family BILL OF RIGHTS

MARIN (415) 927-2273

SONOMA (707) 935-7504

SAN FRANCISCO (415) 626-5900

www.hospicebythebay.org

Patient & Family Rights

Hospice By The Bay is committed to ensuring that each patient and his or her caregiver(s) receive the highest quality services possible. To this end, every patient and caregiver has rights and responsibilities that are supported by law and agency policy. This *Patient & Family Bill of Rights* is designed to describe, protect and promote the rights of each patient to be treated with dignity and respect. These rights may be exercised by the patient or a representative.

It is our desire that patients and caregiver(s) be informed participants in the care process. This includes understanding the illness, the services provided, and the billing/payment procedures.

Every patient is assured of personalized care regardless of race, religion, gender, ethnicity, age, handicap, sexual orientation, veteran status, lifestyle, or ability to pay. Hospice By The Bay staff provides high-quality care, which is respectful of dignity, individuality, privacy, and personal property. All staff members providing care are licensed or certified in their respective fields, and have completed additional training in hospice-specific care. Hospice By The Bay will not tolerate any occurrence of abuse, neglect, or exploitation of any kind by anyone, including our staff.

Additionally, every patient is guaranteed that they will not receive any experimental treatment without expressed consent and a full understanding of all information.

Right to Be Fully Informed

The patient and caregiver(s) have the right and are encouraged to be informed and active participants in the care process. The Hospice By The Bay staff is available to answer questions and interpret complicated medical procedures.

Involvement in the development of the *Plan of Care*, which is tailored to each patient's needs and circumstances, is a very important way to participate. The patient and caregiver(s) are encouraged to be informed decision makers in the development, change and updating of the *Plan of Care*. The goals and objectives of the *Plan of Care* reflect the physical, psychological, spiritual, and social needs of the patient, caregiver(s), and family.

All Hospice By The Bay patients are assured of receiving the best possible care. Every patient may also be assured of the right to refuse care or medication. Our staff will provide information to the patient and/or caregiver(s) of the potential result and risks of a decision to stop care or medication.

Hospice By The Bay prides itself on more than 30 years of quality hospice care, but in the event that the patient's needs are not being met, or in order to best serve the patient's needs, it may become necessary to consider alternative levels of care or referral to another agency. Hospice By The Bay staff will provide necessary and helpful information to assist in the decision-making process and will facilitate transfer to another agency.

Rights To Services

Hospice By The Bay provides all necessary and physician-ordered equipment and services. This includes: nursing, physician, spiritual, counseling and social services. If necessary, dietary, physical and speech therapy services are also available. Any additional services or equipment required for the patient's comfort and safety, which are ordered by a physician, are provided. Volunteer services may be arranged upon request.

All services are provided in a consistent and timely manner. Appointments are arranged consistent with the *Plan of Care*. The patient and caregiver(s) are informed of the name and discipline of the staff member providing care and the proposed frequency of visits.

As hospice care benefits are most often paid for by private insurance or Medicare, there are certain requirements and restrictions which Hospice By The Bay must observe. If there is a change in the care that will be covered by insurance and/or Medicare, the patient and caregiver(s) will be notified in advance and will be provided with an explanation of why the coverage was changed and when it will take effect. Staff will also work with the patient and caregiver(s) to explore treatment and/or transfer options if necessary. In the event that a patient and/or caregiver chooses to discontinue service with Hospice By The Bay (i.e., remission, revocation of hospice benefit, dissatisfaction with care), staff will provide education and instructions necessary for care after discharge.