

Patient Rights and Responsibilities - Advance Directives/DNR - Agency Responsibilities

- a. Ensure that all alleged violations involving mistreatment, neglect, verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property by anyone furnishing services on behalf of the hospice, are reported immediately by hospice employees and contracted staff to the hospice administrator.
 - b. Immediately investigate all alleged violations involving anyone furnishing services on behalf of the hospice and immediately take action to prevent further potential violations while the alleged violation is being verified. Investigations and/or documentation of all alleged violations must be conducted in accordance with established procedures.
 - c. Take appropriate corrective action in accordance with state law if the alleged violation is verified by the hospice administration or an outside body having jurisdiction, such as the State survey agency or local law enforcement agency.
 - d. Ensure that verified violations are reported to State and local bodies having jurisdiction (including to the State survey and certification agency) specifically required.
14. Provide patient with amount of assistance requested to complete registration process for evacuation assistance of 2-1-1.
 15. Triage patients during an emergency/disaster, offering assistance according to triage level and need.
 16. Re-evaluate patients following an emergency/disaster and providing care according to need.

Non-Discrimination

The Agency complies with applicable Federal civil rights laws and applicable State laws and does not discriminate on the basis of race, religion, ancestry, color, national origin, age, disability (physical or mental), sex, or source of payment, citizenship, primary language, or immigration status, genetic information, sexual orientation, and any other status protected by law.