

My Rights about Money

I have the right to -

- Decide how to spend my money
- Choose not to deposit my money with the nursing home
- If I choose to deposit my money with the nursing home, the home must -
 - Only use my money to pay for items or services that I request or approve in advance
 - Give me a written account of all transactions of my money every three months
 - Allow timely access to my money

My Right to Stay in the Nursing Home

I have the right to -

- Remain in the nursing home unless -
 - The nursing home cannot meet my needs
 - I no longer need nursing home care
 - I endanger the health or safety of individuals in the facility
 - I have failed to pay for my care and am not eligible for payment by Medicaid, Medicare, or other insurance
 - The home closes
- A 30-day advance written discharge notice telling me -
 - When the discharge will happen
 - Where I will be going
 - How to file an appeal
 - Whom I can call for help
- Appeal the discharge
- Be safe during the discharge
- Only be discharged to a place that can meet my needs

My Right to Complain

I have a right to voice concerns about the quality of my care or violation of my rights without fear I will be punished or discharged.

If I have a complaint, I can do *any or all* of the following-

1. Complain to the nursing home staff and expect a prompt response
2. Ask for **free** and **confidential** help from the Michigan Long Term Care Ombudsman Program
1-866-485-9393
3. File a complaint with the State of Michigan
1-800-882-6006

MLTCOP

MICHIGAN LONG TERM CARE
OMBUDSMAN PROGRAM



My Rights as a Resident of a Nursing Home

1-866-485-9393

Email: MLTCOP@meji.org

Website: MLTCOP.org

Nursing homes are required to provide services and activities to help me reach the highest quality of life and quality of care. I can tell the nursing home how I want to live and how I want my care provided.

Federal and State Laws Protect My Rights

My rights as a resident of a nursing home are guaranteed by both federal and state laws. The laws require nursing homes to promote and protect the rights of each resident and place a strong emphasis on individual dignity and choice.

Living in a nursing home, I maintain all rights I had before becoming a resident of the home including the right to vote. My rights may be limited if I have a court appointed guardian.

My Right to Dignity

I have the right to -

- Live in a clean and safe place
- Be listened to carefully and spoken to respectfully
- Have meals that meet my needs and preferences
- Get medical and personal care, including treatment for pain, based on my needs and preferences
- Be free from verbal and physical abuse and neglect
- Privacy when receiving care
- Be free from any physical or chemical restraint used only for discipline or staff convenience
- My own possessions and clothing as space permits

My Right to Know

I have the right to -

- Written information for all available services and costs
- Information from the nursing home on how to get help to pay for my care
- Be informed of my health status and the health care I get
- Be informed of my care plan before it goes into effect, and whenever I ask about it
- Look at all of my records
- Allow my family, friends, or an ombudsman to look at my records
- Receive notice before my room or roommate is changed
- Receive a copy of the nursing home rules about resident conduct

My Right to Choose

I have the right to -

- Make choices about food, activities, and health care
- Choose my own doctor
- Refuse treatment including drugs
- Decide about end of life care

My Right to Participate

I have the right to -

- Private visits with anyone I want to see and visit any time with friends, family, my doctor, or an ombudsman
- Attend social, religious, and community activities, inside or outside the nursing home
- Join resident and family groups
- Send and receive mail unopened and use the phone privately