

G412

(Rev. 182, Issued: 09-28-18, Effective: 09-28-18, Implementation: 09-28-18)

§484.50(a)(1)(i) Written notice of the patient's rights and responsibilities under this rule, and the HHA's transfer and discharge policies as set forth in paragraph (d) of this section. Written notice must be understandable to persons who have limited English proficiency and accessible to individuals with disabilities;

Interpretive Guidelines §484.50(a)(1)(i)

We expect HHA patients to be able to confirm, upon interview, that their rights and responsibilities, as well as the transfer and discharge policies of the HHA, were understandable and accessible.

To ensure patients receive appropriate notification:

- Written notice to the patient or their representative of their rights and responsibilities under this rule should be provided via hard copy unless the patient requests that the document be provided electronically.
- If a patient or his/her representative's understanding of English is inadequate for the patient's comprehension of his/her rights and responsibilities, the information must be provided in a language or format familiar to the patient or his/her representative.
- Language assistance should be provided through the use of competent bilingual staff, staff interpreters, contracts or formal arrangements with local organizations providing interpretation, translation services, or technology and telephonic interpretation services.
- All agency staff should be trained to identify patients with any language barriers which may prevent effective communication of the rights and responsibilities. Staff that have on-going contact with patients who have language barriers, should be trained in effective communication techniques, including the effective use of an interpreter.

See §484.50(f) for discussion on communication of rights and responsibilities with patients who have disabilities that may hinder communication with the HHA.