

L505

(Rev. 210; Issued:02-03-23; Effective:02-03-23; Implementation:02-03-23)

§418.52(b) Standard: Exercise of rights and respect for property and person

(1) The patient has the right:

- (i) To exercise his or her rights as a patient of the hospice;**
- (ii) To have his or her property and person treated with respect;**
- (iii) To voice grievances regarding treatment or care that is (or fails to be) furnished and the lack of respect for property by anyone who is furnishing services on behalf of the hospice; and**

(iv) To not be subjected to discrimination or reprisal for exercising his or her rights.

Interpretive Guidelines §418.52(b)(1)(i)-(iv)

Patients must be free to exercise their rights without fear of reprisal from the hospice. The hospice must not hamper, compel, treat differentially, or retaliate against a patient or family for exercising the patient's rights. The hospice must assure that its staff will protect patients' rights and will involve patients in decisions about their care, treatment and services.

A grievance is a formal or informal written or verbal complaint that is made to any hospice employee, including volunteers and individuals furnishing hospice services under arrangement, by a patient or the patient's representative regarding the patient's care, abuse, neglect, or misappropriation of property. Hospices should inform patients and family/caregivers of accurate information for filing a complaint.
