

G448

(Rev. 219; Issued: 04-12-24; Effective: 04-12-24; Implementation: 04-12-24)

§484.50(c) *Standard: Rights of the patient. The patient has the right to—*

(11) Be free from any discrimination or reprisal for exercising his or her rights or for voicing grievances to the HHA or an outside entity.

Interpretive Guidelines §484.50(c)(11)

“Discrimination or reprisal against a patient for exercising his or her rights or for voicing grievances” is defined as treating a patient differently from other patients *after* receipt by the HHA of a patient complaint, without a medical justification for such different treatment.

Examples of discrimination or reprisal include, but are not limited to, a reduction of current services, a complete discontinuation of services, or discharge from the HHA *after*

receipt by the HHA of a patient complaint, without a medical justification for the change of services or discharge.

Survey Procedures §484.50(c)(11)

Inquire if the patient filed any complaints directly with the HHA and if the care and services were negatively affected by this action. Determine if the patient is aware of the state HHA hotline to lodge a complaint if dissatisfied with the care provided by the HHA (§484.50(c)(9)).