



NURSING HOME

# RESIDENTS' RIGHTS

*Your rights under federal and South Dakota state law*

**Include but are not limited to:**

## Dignified Living

- ◆ Be treated with consideration, dignity, and respect, free from abuse, neglect, and exploitation
- ◆ Quality of Life is maintained or improved, with equal access to quality care, and freedom from physical or chemical restraints
- ◆ A safe, homelike environment, with use of personal belongings when possible
- ◆ Equal access to quality care

## Personal Choice

- ◆ Access and choice of activities, schedules, health care, and providers, including attending physician
- ◆ Organize and participate in social, religious, and family activities of your choice
- ◆ Participate in developing a plan of care that incorporates your personal and cultural preferences
- ◆ Designate a representative to exercise your rights on your behalf
- ◆ Request, refuse, and/or discontinue treatment

## Raise Grievances

- ◆ Exercise your rights without fear of interference, intimidation, discrimination, or reprisal
- ◆ Prompt efforts by the facility to resolve grievances, and provide a written decision upon request
- ◆ To file a complaint with the long-term care ombudsman program or the state survey agency

## Privacy

- ◆ Regarding personal, financial, and medical matters, including private and unrestricted communication with any person of your choice
  - ◆ During medical treatment and managing personal care needs

## Be Fully Informed

- ◆ The type of care to be provided, and the risks and benefits of any proposed treatments
- ◆ Any changes to the level of care, or in your medical or health status
- ◆ Facility's rules and regulations, your rights as a consumer, including a written copy of your rights
- ◆ Access to notices and information in a language or manner you understand {Spanish, Braille, etc.}

## Access to

- ◆ Your own medical or personal records
- ◆ Visitors or guests of your choosing, at any time, and the right to refuse visitors
- ◆ Your personal physician and representatives from the state survey agency and long-term care ombudsman program
- ◆ Individuals, services, community members, and activities inside and outside the facility

## Financial Affairs

- ◆ Manage your own financial and personal affairs, and receive financial statements
- ◆ Be fully informed of services or charges covered by the daily rate, and not be charged for services covered by Medicaid or Medicare

## Discharge/Transfer

- ◆ Receive 30 days written notice of relocation or discharge, and not be discharged while appealing such a notice
- ◆ Preparation and orientation to ensure safe and orderly transfer or discharge

**LTSS Nondiscrimination Policy:** The Department of Human Services does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of actual or perceived race, color, religion, national origin, sex, age, gender identity, sexual orientation or disability in admission or access to, or treatment or employment in its programs, activities, or services. For more information about this policy or to file a Discrimination Complaint you may contact: Discrimination Coordinator, Director of DHS Division of Legal Services, 3800 E. Hwy 34, c/o 500 East Capitol Ave., Pierre, SD 57501, 605.773.5990.

**Español (Spanish) - ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.800.305.9673 (TTY: 711).

**Deutsch (German) - ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1.800.305.9673 (TTY: 711).

Local Long Term Care  
Ombudsman Program:

State Long Term Care  
Ombudsman Program:

**1-866-854-5465**

