

Resident Rights Guidelines

The facility's policies and procedures on Resident rights are reviewed as part of the survey process or in the event of a complaint by surveyors and/or ombudsmen. Following are suggested guidelines for developing practices, policies and procedures.

- Facility documents that Resident Rights information has been provided to a resident upon admission and annually thereafter
- Facility explains Resident Rights information within 30 days of admission
- Resident receives a copy of rules governing resident conduct
- Facility has a grievance process and documents a resident receives a copy of the process
- When Facility manages resident's money:
 - Facility receives written delegation to manage funds
 - Resident funds are held in an interest bearing account separate from Facility operating funds (resident's funds may be comingled with other residents' funds)
 - Resident receives a quarterly statement of transactions
- Facility provides a written list of services, including ancillary charges to resident upon admission and whenever changes are made
- Facility receives written agreement by a resident to perform services on behalf of the facility and such services are part of the resident's plan of care
- Facility displays a notice that the following information is available for public view and is available upon request:
 - A complete copy of every inspection report, deficiency report, and plan of correction received during the previous two years
 - The facility's grievance policy
 - A copy of the statement of ownership, board membership and partners
 - A statement of ownership setting forth any conflict of interest in the operation of the facility.
- Facility documents the resident's right to choose a pharmacist of choice
- Facility provides written notice of transfer and discharge
- Facility provides written procedures on electronic monitoring