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**Participant Rights**

**All Reid Health PACE Center staff must adhere to the provision of these rights for each participant:**

1. Respect and nondiscrimination.  Each participant has the right to considerate, respectful care from all Reid Health PACE Center employees and contractors at all times and under all circumstances.  Each participant has the right not to be discriminated against in the delivery of required PACE services based on race, ethnicity, national origin, religion, sex, age, sexual orientation, mental or physical disability, or source of payment.  Specifically, each participant has the right to the following:
2. To receive comprehensive health care in a safe and clean environment and in an accessible manner.
3. To have the enrollment agreement fully explained to them in a manner understood by the participant and/or his or her designated responsible party.
4. To be free from hazardous procedures.
5. To be treated with dignity and respect, be afforded privacy and confidentiality in all aspects of care, and be provided humane care.
6. Not to be required to perform services for the Reid Health PACE Center.
7. To have reasonable access to a telephone.
8. To be free from harm, including physical or mental abuse, neglect, corporal punishment, involuntary seclusion, excessive medication, and any physical or chemical restraint imposed for purposes of discipline or convenience and not required to treat the participant’s medical symptoms.
9. To be encouraged and assisted to exercise rights as a participant, including the Medicare and Medicaid appeals processes as well as civil and other legal rights.
10. To be fully informed in writing of rights and responsibilities as a participant and of all rules and regulations governing participant conduct and responsibilities. Information shall be provided prior to, at the time of enrollment, or in the case of participants already enrolled, when this center adopts or amends participant rights policies, the receipt of this information shall be acknowledged by the participant or the participant’s authorized representative in writing.
11. To be encouraged and assisted to recommend changes in policies and services to Reid Health PACE Center staff.
12. Information disclosure.  Each Reid Health PACE Center participant has the right to receive accurate, easily understood information and to receive assistance in making informed health care decisions.  Specifically, each participant has the following rights:
13. To be fully informed in writing of the services available from Reid Health PACE Center, including identification of all services that are delivered through contracts, rather than furnished directly by Reid Health PACE Center. This information must be provided before enrollment, at enrollment, and at the time a participant’s needs necessitate the disclosure and delivery of such information in order to allow the participant to make an informed choice.
14. To examine, or upon reasonable request, to be assisted to examine the results of the most recent review of Reid Health PACE Center conducted by the IN FSSA, CMS surveys and any plan of correction in effect.
15. To contact 1-800-MEDICARE for information and assistance, including to make a complaint related to the quality of care or the delivery of a service.
16. Choice of providers.  Each participant has the right to a choice of health care providers, within Reid Health PACE Center’s network, which is sufficient to ensure access to appropriate high-quality health care.  Each participant has the right to the following:
17. To choose his or her primary care physician and specialists from within the Reid Health PACE Center.
18. To request that a qualified specialist for women’s health services furnish routine or preventive women’s health services.
19. To have reasonable and timely access to specialists as indicated by the participant’s health condition and consistent with current clinical practice guidelines.
20. To receive necessary care in all settings, up to and including placement in a long-term care facility when Reid Health PACE Center can no longer provide the services necessary to maintain the participant safely in the community.
21. To disenroll from the program at any time and have such disenrollment be effective the first day of the month following the date Reid Health PACE Center receives the participant’s notice of voluntary disenrollment.
22. Access to emergency services.  Each participant has the right to access emergency health care services when and where the need arises without prior authorization by the Reid Health PACE Center interdisciplinary team.
23. Participation in treatment decisions.  Each participant has the right to participate fully in all decisions related to his or her treatment.  A participant who is unable to participate fully in treatment decisions has the right to designate a representative.  Specifically, each participant has the following rights:
24. To have all treatment options explained in a culturally competent manner and to make health care decisions, including the right to refuse treatment and be informed of the consequences of the decisions.
25. To have someone at Reid Health PACE Center explain advance directives and to establish them, if the participant so desires.
26. To be fully informed of his or her health and functional status by the interdisciplinary team.
27. To request a reassessment by the interdisciplinary team.
28. To be given reasonable advance notice, in writing, of any transfer to another treatment setting and the justification for the transfer (that is, due to medical reasons or for the participant’s welfare, or that of other participants). The justification must be documented in the participant’s medical record.
29. To participate in the development and implementation of the participant’s individual plan of care.
30. To be fully informed regarding the services to be provided, including frequency of services and treatment objectives.
31. Confidentiality of health information.  Each participant has the right to communicate with health care providers in confidence and to have the confidentiality of his or her individually identifiable health care information protected.  Each participant also has the right to review and obtain a copy of his or her own medical records and request amendments to those records.  Specifically, each participant has the following rights:
32. To be assured of confidential treatment of all information contained in the health record, including information contained in an automated data bank.
33. To be assured that his or her written consent will be obtained for the release of information to persons not otherwise authorized under law to receive it.
34. To provide written consent that limits the degree of information and the persons to whom information may be given.
35. Violation of Participant Rights.  Each participant has the right to a fair and efficient process for resolving the violation of Participant rights and differences with Reid Health PACE Center, including a rigorous system for internal review by the organization and the Office of Civil Rights.  Specifically:
36. The right to be encouraged and assisted to voice complaints to PACE staff and outside representatives of his or her choice, free of any restraint, interference, coercion, discrimination, or reprisal by the PACE staff.
37. The right to appeal any treatment decision of the PACE organization, its employees, or contractors.
38. Voluntary Disenrollment.  Each participant has the right to voluntarily disenroll from PACE if they do not feel the program is what they want.  The disenrollment will be effective the first day of the month following the date Reid Health PACE Center receives written notification of the participants desire to disenroll.