

Nursing Home Resident Rights

YOUR RIGHTS AS A RESIDENT

- A resident has the right to a dignified existence, self-determination, and communication with and access to persons and services inside and outside the facility.
- A resident has the right to exercise their rights as a resident of the facility and as a citizen or resident of the United States.
- A resident has the right to be free of interference, coercion, discrimination, and reprisal from a facility in exercising their rights and to be supported by the facility in the exercise of their rights.
- A resident has the right to care without discrimination based upon race, color, familial status, religious creed, ancestry, age, sex, gender, sexual orientation, gender identity or expression, national origin, ability to pay, handicap or disability, use of guide or support animals because of blindness, deafness or physical handicap of the resident or because the resident is a handler or trainer of support or guide animals.
- A resident, who has not been adjudged incompetent, has the right to designate a representative and the representative may exercise the resident's rights to the extent provided by law. Same-sex spouses must be afforded equal treatment.
- A resident retains the right to exercise the rights not delegated to a resident representative, including the right to revoke the delegation of rights, to the extent permitted by law.
- A resident has the right to be informed of, and participate in, their treatment, including the right to be fully informed of their health status in a language the resident understands.
- A resident has the right to participate in the planning, development and implementation of the resident's person-centered plan of care.
- A resident has the right to: identify individuals or roles to be included in the planning process; to request meetings; and to request revisions to the resident's plan of care.
- A resident has the right to participate in establishing the expected goals and outcomes of care, the type, amount, frequency, and duration of care, including other factors related to the effectiveness of the resident's plan of care.
- A resident has a right to choose to or refuse to perform services for the facility and the facility must not require a resident to perform services for the facility. The resident may perform services for the facility, if the resident chooses, when—
 - The facility has documented the resident's need or desire for work in the plan of care;
 - The plan specifies the nature of the services performed and whether the services are voluntary or paid;
 - Compensation for paid services is at or above prevailing rates; and
 - The resident agrees to the work arrangement described in the plan of care.
- A resident has a right to manage their financial affairs. This includes the right to know, in advance, what charges a facility may impose against a resident's personal funds.
- If changes in charges occur during a resident's stay, the resident shall be advised verbally and in writing at least 30 days in the advance of the change, unless circumstances dictate otherwise.
- If a security deposit is required, the facility's written procedure or the contract with the resident shall indicate how the deposit will be used and the terms for the return of the deposit. A security deposit is not permitted for residents receiving Medical Assistance.
- A resident has the right to be informed of their rights and of all rules and regulations governing resident conduct and responsibilities during their stay in the facility.
- A resident has the right to receive notices orally (meaning spoken) and in writing (including Braille) in a format and a language the resident understands.
- A resident has the right to have reasonable access to the use of a telephone, including TTY and TDD services, and a place in the facility where calls can be made without being overheard. This includes the right to retain and use a cellular phone at the resident's own expense.
- A resident has the right to send and receive mail, and to receive letters, packages and other materials delivered to the facility for the resident through a means other than a postal service, including the right to:
 - Privacy of such communications consistent with this section; and
 - Access to stationery, postage, and writing implements at the resident's own expense.
- A resident has the right to have reasonable access to the use of a telephone, including TTY and TDD services, and a place in the facility where calls can be made without being overheard. This includes the right to retain and use a cellular phone at the resident's own expense.
- A resident has the right to—
 - Examine the results of the most recent survey of the facility conducted by surveyors and any plan of correction in effect with respect to the facility; and
 - Receive information from agencies acting as client advocates, and be afforded the opportunity to contact these agencies.
- A resident has a right to personal privacy and confidentiality of their personal and medical records.
- A resident has a right to secure and confidential personal and medical records. The resident has the right to refuse the release of personal and medical records except as provided under law.
- A resident has a right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.
- A resident has the right to voice grievances to the facility or other agency or entity that hears grievances without discrimination or reprisal and without fear of discrimination or reprisal.
- A resident has the right to be free from abuse, neglect, misappropriation of resident property, and exploitation as defined in this subpart. This includes but is not limited to freedom from corporal punishment, involuntary seclusion and any physical or chemical restraint not required to treat the resident's medical symptoms.