

# Residents' Rights: What You Need to Know

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As a resident of a long-term care facility, you have rights that are guaranteed and protected by law. These “residents’ rights” support the principles of dignity and respect. Every facility must protect and promote these rights for all residents.

## Be Fully Informed

**You should be informed about everything that impacts your care, including:**

- Having information about your rights as a resident of the facility posted in a public area;
- Details about services and fees included in your daily rate;
- Services and fees that are NOT included in your daily rate;
- Services covered by Medicaid and Medicare;
- How, when and where to apply for Medicaid;
- Plans to change your room and/or your roommate (you must be given ample notice of any changes);
- Having access to your personal records, including medical and financial information;
- Current and previous state and federal inspection reports and the facility’s plan for correcting any problems;
- The staff person responsible for taking your questions, recommendations and complaints;
- Policies and procedures of the facility;
- Who owns the facility and how you can contact him or her;
- How to appeal a transfer or discharge notice;
- Access to and information about your personal funds;
- Information about abuse and how to contact the **Elder Abuse Hotline** at **800-392-0210**; and,
- How to contact the Long-Term Care Ombudsman Program (see below).

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For more information about these rights, or any other questions or concerns you may have when you are a resident in a long-term care facility, please call, email or visit us online:

**1-800-309-3282**

Email: [LTCOmbudsman@health.mo.gov](mailto:LTCOmbudsman@health.mo.gov)

Online: [health.mo.gov/seniors/ombudsman](http://health.mo.gov/seniors/ombudsman)