

Residents' Rights: What You Need to Know

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.

Manage Your Finances

You have the right to:

- Manage your own bank accounts and money;
- Deposit personal funds with the facility, if it agrees;
- Have access to your funds on weekdays during business hours;
- Withdraw as much of your own money as you choose for whatever you want to purchase;
- Spend your money as you choose;
- Appoint someone to handle your money;
- Receive an itemized account of your bill from the facility at least every three months;
- Keep your spending habits private—it’s your business; and,
- Refuse to have another person sign a guarantee of payment for your care when you move into a facility, even if the facility says you must.

If you have deposited funds with the facility, the facility must:

- Spend your funds only on you;
- Have your permission to spend any of the funds;
- Give you written statements quarterly showing your balance;
- Protect your funds and keep them separate from other funds;
- Let you know your account balance on request; and,
- Give you any interest earned from the account.

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

Online: health.mo.gov/seniors/ombudsman