

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.

Participate in Your Care

You have the right to participate in all aspects of your care, including:

- Making your own treatment decisions;
- Planning all your care needs and medical treatments;
- Having information about state laws that relate to advance directives for health care decision-making;
- Having the facility explain its policies about providing emergency or life-sustaining medical care or treatment; (Ask the facility if it will honor your advance directives.)
- Being fully informed of your health and medical condition by your physician, unless it would be detrimental to do so;
- Refusing treatment and being informed of the possible consequences of not receiving treatment;
- Participating in experimental research, but only with your written consent;
- Selecting your own physician and pharmacy;
- Knowing your medical records are kept confidential; and,
- Helping develop your written care plan. The care plan must:
 - ▶ Be easily understood and followed by you and the staff providing your care;
 - ▶ Be specific to your needs; and,
 - ▶ Include what you and the staff will do to comply with the care plan.
- The care plan should not be written without your input and should not simply state what staff will do ‘to’ you.
- A care plan is required for Medicare and Medicaid residents.

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