

# 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.

## Privacy and Confidentiality

### You have the right to privacy when receiving care and treatment.

- All staff and visitors should knock on your door and wait for your permission to enter.
- Your window drapes, privacy curtains and doors should be closed during treatment, bathing, dressing, etc.
- You may use the bathroom in private without the presence of staff or other residents.
- You can have time alone away from noise and activities.
- You should have a place to visit privately with family, friends and your ombudsman.
- You can attend, participate in, and conduct a Resident Council meeting without staff being present.
- The facility should have an accessible telephone, and privacy should be provided when possible.
- You can send and receive **unopened** mail.
- Your medications and lab work should be administered in a private place—not in the halls and dining areas.
- Examination by and discussion with your doctor should be conducted privately with you and with facility staff.
- Your diagnosis and care needs must be kept private. Staff should not discuss anything about you in the presence of other residents, staff or family unless you are present or have given your permission.
- There should be no signs on your wall indicating the care you receive (unless you request it), and nothing about you should be announced on the public address system.

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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)