

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.

Transfer and Discharge

You can only be discharged from the facility if:

- There is a change in your medical needs;
- You threaten to harm yourself or others;
- You have not paid your bill; or,
- The facility closes.

Your doctor must provide documentation of the reason for discharge in your medical record, except in the case of facility closures.

You (and your representative) **must be notified in writing 30 days prior** to being transferred or discharged, except in emergencies.

You have the right to APPEAL the move. You do not have to use the official form, but your appeal **must be** completed in writing.

The facility must help arrange where you will go to live if you agree to leave the facility, **and** let you know where you will be going.

The written notice you receive must state (*continued on next page*):

- The reason for your transfer/discharge;
- That you have the right to appeal, and how to file an appeal. You may contact the:

Administrative Hearings Unit
Division of Legal Services
P.O. Box 1527
Jefferson City MO 65102-1527
Telephone: 573-751-0335;

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Transfer and Discharge (continued)

- How to contact Advocacy Services if you are mentally ill or developmentally disabled:
Missouri Protection and Advocacy Services
925 S. Country Club Drive
Jefferson City, MO 65109
Telephone: 573-893-3333 or 866-777-7199;
- How to contact your Regional Ombudsman Program for help in filing an appeal (see below);
- That you must file an appeal within 30 days of the date you receive the notice AND that filing an appeal will allow you to remain in the facility until the hearing is held, unless a hearing officer finds otherwise;
- Where you will go to live if you leave the facility; and,
- The effective date of your transfer or discharge.

IMPORTANT FACTS to consider about your right to remain in the facility:

- You have the right to receive the same quality of care as all other residents;
- You have the right to be informed **as far in advance as possible** before you move to a different room in the facility;
- If you are in a Medicaid-certified bed and your method of payment changes from private pay to Medicaid, you have the right to remain in the same bed; and,
- You have the right to expect that all of your rights will be honored.

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