

1 10A NCAC 13K .0604 is proposed for readoption with substantive changes as follows:

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3 **10A NCAC 13K .0604 PATIENT'S RIGHTS AND RESPONSIBILITIES**

4 (a) A hospice agency shall provide each patient with a written notice of the patient's rights and responsibilities in  
5 advance of furnishing care to the patient or during the initial evaluation visit before the initiation of services. The  
6 agency ~~must~~ shall maintain documentation showing that each patient has received a copy of ~~his~~ their rights and  
7 ~~responsibilities.~~ responsibilities as defined in G.S. 131E-144.3.

8 ~~(b) The notice shall include at a minimum the patient's right to:~~

- 9 (1) ~~be informed and participate in the patient's plan of care;~~  
10 (2) ~~voice grievances about the patient's care and not be subjected to discrimination or reprisal for doing~~  
11 ~~so;~~  
12 (3) ~~confidentiality of the patient's records;~~  
13 (4) ~~be informed of the patient's liability for payment for services;~~  
14 (5) ~~be informed of the process for acceptance and continuance of service and eligibility determination;~~  
15 (6) ~~accept or refuse services;~~  
16 (7) ~~be informed of the agency's on-call service;~~  
17 (8) ~~be advised of the agency's procedures for discharge; and~~  
18 (9) ~~be informed of supervisory accessibility and availability~~

19 ~~(e)(b)~~ A hospice agency shall provide all patients with a business hours telephone number for information, ~~questions~~  
20 ~~questions,~~ or complaints about services provided by the agency. The agency shall also provide the Division of Health  
21 Service Regulation's complaints ~~number and the Department of Health and Human Services Careline number.~~ intake  
22 telephone numbers: within N.C. (800) 624-3004; outside of N.C. (919) 855-4500. The Division of Health Service  
23 Regulation shall investigate all allegations of non-compliance with the ~~rules.~~ rules of this Subchapter.

24 ~~(d)(c)~~ A hospice agency shall initiate an investigation within ~~72 hours~~ 72 hours of complaints made by a patient or  
25 his or her family. Documentation of both the existence of the complaint and the resolution of the complaint shall be  
26 maintained by the ~~agency.~~ agency, at a minimum of one-year, in accordance with hospice agency policy and  
27 procedures.

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29 *History Note: Authority G.S. 131E-202;*

30 *Eff. February 1, 1996-1996;*

31 *Readopted Eff. January 1, 2021.*