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10A NCAC 14F .1401 is amended with changes as published in 32:12 NCR 1185-1188 as follows:

10A NCAC 14F .1401 PATIENT RIGHTS

(a) Prior to or at the time of admission, the program shall provide each patient with a written notice of the patient's rights and responsibilities. The program shall maintain documentation at least five years showing that ~~all~~ patients have been informed of their rights and responsibilities.

(b) Each patient's rights and responsibilities shall ~~include, at a minimum,~~ include the right to:

- (1) be informed of and participate in developing the patient's plan of care;
- (2) ~~voice grievances~~ file a grievance about the care provided, and not be subjected to discrimination or reprisal for doing so;
- (3) ~~confidentiality of the patient's records;~~ have his or her records kept confidential;
- (4) be informed with notice of the patient's liability for payment for services;
- (5) be informed of the process for acceptance and continuation of service and eligibility determination;
- (6) accept or refuse services; and
- (7) be advised of the program's procedures for discharge.

(c) The program shall provide ~~all~~ patients with a telephone number for information, ~~questions~~ questions, or complaints about services provided by the program. The program shall also provide the ~~Division Complaints Hotline number or the Department of Health and Human Services Careline number or both.~~ telephone number for the Complaint Intake of the Division: 1-800-624-3004 and 919-855-4500 (within North Carolina).

(d) The program shall ~~investigate, within seven days,~~ investigate complaints within seven days of receipt by ~~made to~~ the program by ~~from~~ the patient, the patient's family, or ~~significant other,~~ domestic partner, and ~~must~~ shall document ~~both~~ both the existence of the ~~complaint~~ complaint, and the resolution of the ~~complaint.~~ complaint, and retain documents in the records for five years from date of resolution.

History Note: Authority G.S. 131E-169;

Eff. July 1, 2000;

Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. December 6, 2016. 2016;

Amended Eff. June 1, 2018.