

1 10A NCAC 13B .3303 is proposed for readoption without substantive changes as follows:

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3 **10A NCAC 13B .3303 PROCEDURE**

4 (a) The facility shall develop and implement procedures to inform ~~each patient~~ patients of his or her rights. Copies
5 of the facilities' Patient's Bill of Rights shall be made available through one of the following ways:

6 (1) displayed in prominent ~~displays in appropriate~~ locations in addition to copies available upon request;
7 or

8 (2) provision of a copy to each patient or responsible party upon admission or as soon after admission
9 as is feasible.

10 (b) The address and telephone number of the section in the Department responsible for the enforcement of the
11 provisions of this part shall be posted.

12 (c) The facility shall adopt procedures to ensure ~~effective and fair~~ a comprehensive investigation of violations of
13 patients' rights and to ensure their enforcement. These procedures shall ensure that:

14 (1) a system is established to identify formal written complaints;

15 (2) formal written complaints are recorded and investigated;

16 (3) investigation and resolution of formal complaints shall be conducted; and

17 (4) disciplinary and education procedures shall be developed for members of the hospital and medical
18 staff who are noncompliant with facility policies.

19 (d) The Division shall investigate or refer to ~~appropriate~~ other State agencies all complaints within the jurisdiction of
20 the rules in this Subchapter.

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22 *History Note: Authority G.S. 131E-79;*

23 *Eff. January 1, ~~1996~~ 1996;*

24 *Readopted Eff. April 1, 2020.*