10A NCAC 13B .3303 is readopted with changes as published in 34:06 NCR 473-481 as follows:

10A NCAC 13B .3303 PROCEDURE

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

(1) [~~displayed in~~] ~~prominent~~ ~~displays in appropriate~~ locations posted in a public place in the facility in addition to copies available upon request; or

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

(b) The address and telephone number of the ~~section~~ Acute and Home Care Licensure and Certification Section in the Department responsible for the enforcement of the provisions of this ~~part~~ Rule shall be posted.

(c) The facility shall adopt procedures to ensure ~~effective and fair~~ a comprehensive investigation of violations of patients' rights and to ensure their ~~enforcement.~~ enforcement pursuant to 42 CFR 483.12(a)(2) herein incorporated by reference including subsequent amendments and editions. This regulation may be accessed at https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/CertificationandComplianc/Hospitals at no cost. These procedures shall ensure that:

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

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

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

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

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

History Note: *Authority G.S. 131E-79;*
Eff. January 1, ~~1996.~~ 1996;
Readopted Eff. April 1, 2020.