

# Patients' Bill of Rights

## *A Handbook for Patients*

**Legislative Intent:** It is the intent of the Legislature and the purpose of this statement to promote the interests and well-being of the patients of health care facilities. No health care facility may require a patient to waive these rights as a condition of admission to the facility. Any guardian or conservator of a patient or, in the absence of a guardian or conservator, an interested person, may seek enforcement of these rights on behalf of a patient. An interested person may also seek enforcement of these rights on behalf of a patient who has a guardian or conservator through administrative agencies or in probate court or county court having jurisdiction over guardianships and conservatorships. Pending the outcome of an enforcement proceeding, the health care facility may, in good faith, comply with the instructions of a guardian or conservator. It is the intent of this section that every patient's civil and religious liberties, including the right to independent personal decisions and knowledge of available choices, shall not be infringed and that the facility shall encourage and assist in the fullest possible exercise of these rights.

**Definitions:** For the purposes of this statement, "patient" means a person who is admitted to an acute care inpatient facility for a continuous period longer than 24 hours for the purpose of diagnosis or treatment bearing on the physical or mental health of that person. "Patient" also means a minor who is admitted to a residential program as defined in section 7, Laws of Minnesota 1986, Chapter 326. For purposes of this statement, "patient" also means any person who is receiving mental health treatment on an outpatient basis or in a community support program or other community-based program.

**Public Policy Declaration:** It is declared to be the public policy of this state that the interests of each patient are protected by a declaration of a patients' bill

of rights which shall include, but not be limited to, the rights specified in this statement.

### **1. Information About Rights**

Patients shall, at admission, be told that there are legal rights for their protection during their stay at the facility or throughout their course of treatment and maintenance in the community and that these are described in an accompanying written statement of the applicable rights and responsibilities set forth in this section. In the case of patients admitted to residential programs as defined in section 7, the written statement shall also describe the right of a person 16 years old or older to request release as provided in section 253B.04, subdivision 2, and shall list the names and telephone numbers of individuals and organizations that provide advocacy and legal services for patients in residential programs.

Reasonable accommodations shall be made for those with communication impairments and those who speak a language other than English. Current facilities policies, inspection findings of state and local health authorities, and further explanation of the written statement of rights shall be available to patients, their guardians or their chosen representatives upon reasonable request to the administrator or other designated staff person, consistent with Chapter 13, the Data Practices Act, and section 626.557, relating to vulnerable adults.

### **2. Courteous Treatment**

Patients have the right to be treated with courtesy and respect for their individuality by employees of or persons providing service in a health care facility.

### **3. Appropriate Health Care**

Patients shall have the right to appropriate medical and personal care based on individual needs. This right is limited where the service is not reimbursable by public or private resources.

#### 4. Physician's Identity

Patients shall have or be given, in writing, the name, business address, telephone number, and specialty, if any, of the physician responsible for coordination of their care. In cases where it is medically inadvisable, as documented by the attending physician in a patient's care record, the information shall be given to the patient's guardian or other person designated by the patient as his or her representative.

#### 5. Relationship with Other Health Services

Patients who receive services from an outside provider are entitled, upon request, to be told the identity of the provider. Information shall include the name of the outside provider, the address, and a description of the service which may be rendered. In cases where it is medically inadvisable, as documented by the attending physician in a patient's care record, the information shall be given to the patient's guardian or other person designated by the patient as his or her representative.

#### 6. Information about Treatment

Patients shall be given by their physicians complete and current information concerning their diagnosis, treatment, alternatives, risks, and prognosis as required by the physician's legal duty to disclose. This information shall be in terms and language the patients can reasonably be expected to understand. Patients may be accompanied by a family member or other chosen representative or both. This information shall include the likely medical or major psychological results of the treatment and its alternatives. In cases where it is medically inadvisable, as documented by the attending physician in a patient's medical record, the information shall be given to the patient's guardian or other person designated by the patient as his or her representative. Individuals have the right to refuse this information.

Every patient suffering from any form of breast cancer shall be fully informed, prior to or at the time of admission and during her stay, of all alternative effective methods of treatment of which the treating physician is knowledgeable, including surgical, radiological, or chemotherapeutic treatments, or combinations of treatments, and the risks associated with each of those methods.

#### 7. Participation in Planning Treatment Notification of Family Members:

(a) Patients shall have the right to participate in the planning of their health care. This right includes the opportunity to discuss treatment and alternatives

with individual caregivers, the opportunity to request and participate in formal care conferences, and the right to include a family member or other chosen representative or both. In the event that the patient cannot be present, a family member or other representative chosen by the patient may be included in such conferences. A chosen representative may include a doula of the patient's choice.

(b) If a patient who enters a facility is unconscious or comatose or is unable to communicate, the facility shall make reasonable efforts as required under paragraph (c) to notify either a family member or a person designated in writing by the patient as the person to contact in an emergency that the patient has been admitted to the facility. The facility shall allow the family member to participate in treatment planning, unless the facility knows or has reason to believe the patient has an effective advance directive to the contrary or knows the patient has specified in writing that they do not want a family member included in treatment planning. After notifying a family member but prior to allowing a family member to participate in treatment planning, the facility must make reasonable efforts, consistent with reasonable medical practice, to determine if the patient has executed an advance directive relative to the patient's health care decisions. For purposes of this paragraph, "reasonable efforts" include:

- (1) examining the personal effects of the patient;
- (2) examining the medical records of the patient in the possession of the facility;
- (3) inquiring of any emergency contact or family member contacted whether the patient has executed an advance directive and whether the patient has a physician to whom the patient normally goes for care; and
- (4) inquiring of the physician to whom the patient normally goes for care, if known, whether the patient has executed an advance directive. If a facility notifies a family member or designated emergency contact or allows a family member to participate in treatment planning in accordance with this paragraph, the facility is not liable to the patient for damages on the grounds that the notification of the family member or emergency contact or the participation of the family member was improper or violated the patient's privacy rights.

(c) In making reasonable efforts to notify a family member or designated emergency contact, the facility shall attempt to identify family members

or a designated emergency contact by examining the personal effects of the patient and the medical records of the patient in the possession of the facility. If the facility is unable to notify a family member or designated emergency contact within hours after the admission, the facility shall notify the county social service agency or local law enforcement agency that the patient has been admitted and the facility has been unable to notify a family member or designated emergency contact. The county social service agency and local law enforcement agency shall assist the facility in identifying and notifying a family member or designated emergency contact. A county social service agency or local law enforcement agency that assists a facility is not liable to the patient for damages on the grounds that the notification of the family member or emergency contact or the participation of the family member was improper or violated the patient's privacy rights.

#### **8. Continuity of Care**

Patients shall have the right to be cared for with reasonable regularity and continuity of staff assignment as far as facility policy allows.

#### **9. Right to Refuse Care**

Competent patients shall have the right to refuse treatment based on the information required in Right No. 6. In cases where a patient is incapable of understanding the circumstances but has not been adjudicated incompetent, or when legal requirements limit the right to refuse treatment, the conditions and circumstances shall be fully documented by the attending physician in the patient's medical record.

#### **10. Experimental Research**

Written, informed consent must be obtained prior to a patient's participation in experimental research. Patients have the right to refuse participation. Both consent and refusal shall be documented in the individual care record.

#### **11. Freedom from Maltreatment**

Patients shall be free from maltreatment as defined in the Vulnerable Adults Protection Act. "Maltreatment" means conduct described in Section 626.5572, Subdivision 15, or the intentional and nontherapeutic infliction of physical pain or injury, or any persistent course of conduct intended to produce mental or emotional distress. Every patient shall also be free from nontherapeutic chemical and physical restraints, except in fully documented emergencies, or as authorized in writing

after examination by a patients' physician for a specified and limited period of time, and only when necessary to protect the patient from self-injury or injury to others.

#### **12. Treatment Privacy**

Patients shall have the right to respectfulness and privacy as it relates to their medical and personal care program. Case discussion, consultation, examination, and treatment are confidential and shall be conducted discreetly. Privacy shall be respected during toileting, bathing, and other activities of personal hygiene, except as needed for patient safety or assistance.

#### **13. Confidentiality of Records**

Patients shall be assured confidential treatment of their personal and medical records, and may approve or refuse their release to any individual outside the facility. Copies of records and written information from the records shall be made available in accordance with this subdivision and section 144.292. This right does not apply to complaint investigations and inspections by the department of health, where required by third party payment contracts, or where otherwise provided by law.

#### **14. Disclosure of Service Available**

Patients shall be informed, prior to or at the time of admission and during their stay, of services which are included in the facility's basic per diem or daily room rate and that other services are available at additional charges. Facilities shall make every effort to assist patients in obtaining information regarding whether the Medicare or Medical Assistance program will pay for any or all of the aforementioned services.

#### **15. Responsive Service**

Patients shall have the right to a prompt and reasonable response to their questions and requests.

#### **16. Personal Privacy**

Patients shall have the right to every consideration of their privacy, individuality, and cultural identity as related to their social, religious, and psychological well-being.

#### **17. Grievances**

Patients shall be encouraged and assisted, throughout their stay in a facility or their course of treatment, to understand and exercise their rights as patients and citizens. Patients may voice grievances and recommend changes in policies and services to facility staff and others of their choice, free from restraint, interference, coercion, discrimination, or reprisal, including threat of discharge. Notice of the grievance procedure of the

facility or program, as well as addresses and telephone numbers for the Office of Health Facility Complaints and the area nursing home ombudsman pursuant to the Older Americans Act, section 307(a)(12) shall be posted in a conspicuous place.

Every acute care inpatient facility, every residential program as defined in section 7, and every facility employing more than two people that provide outpatient mental health services shall have a written internal grievance procedure that, at a minimum, sets forth the process to be followed; specifies time limits, including time limits for facility response; provides for the patient to have the assistance of an advocate; requires a written response to written grievances; and provides for a timely decision by an impartial decision maker if the grievance is not otherwise resolved. Compliance by hospitals, residential programs as defined in section 7 which are hospital-based primary treatment programs, and outpatient surgery centers with section 144.691 and compliance by health maintenance organizations with section 62D.11 are deemed to be in compliance with the requirement for a written internal grievance procedure.

#### **18. Communication Privacy**

Patients may associate and communicate privately with persons of their choice and enter and, except as provided by the Minnesota Commitment Act, leave the facility as they choose. Patients shall have access, at their expense, to writing instruments, stationery, and postage. Personal mail shall be sent without interference and received unopened unless medically or programmatically contraindicated and documented by the physician in the medical record. There shall be access to a telephone where patients can make and receive calls as well as speak privately. Facilities which are unable to provide a private area shall make reasonable arrangements to accommodate the privacy of patients' calls. This right is limited where medically inadvisable, as documented by the attending physician in a patient's care record. Where programmatically limited by a facility abuse prevention plan pursuant to the Vulnerable Adults Protection Act, section 626.557, subdivision 14, clause 2, this right shall also be limited accordingly.

#### **19. Personal Property**

Patients may retain and use their personal clothing and possessions as space permits, unless to do so would infringe upon rights of other patients, and unless medically or programmatically contraindicated for documented medical, safety, or programmatic reasons. The facility may, but is not required to, provide

compensation for or replacement of lost or stolen items.

#### **20. Services for the Facility**

Patients shall not perform labor or services for the facility unless those activities are included for therapeutic purposes and appropriately goal-related in their individual medical record.

#### **21. Protection & Advocacy Services**

Patients shall have the right of reasonable access at reasonable times to any available rights protection services and advocacy services so that the patient may receive assistance in understanding, exercising, and protecting the rights described in this section and in other law. This right shall include the opportunity for private communication between the patient and a representative of the rights protection service or advocacy service.

#### **22. Right to Communication Disclosure and Right to Associate**

Upon admission to a facility, where federal law prohibits unauthorized disclosure of patient identifying information to callers and visitors, the patient or the legal guardian or conservator of the patient, shall be given the opportunity to authorize disclosure of the patient's presence in the facility to callers and visitors who may seek to communicate with the patient. To the extent possible, the legal guardian or conservator of the patient shall consider the opinions of the patient regarding the disclosure of the patient's presence in the facility.

The patient has the right to visitation by an individual the patient has appointed as the patient's health care agent under chapter 145C and the right to visitation and health care decision making by an individual designated by the patient under paragraph 22.

Upon admission to a facility, the patient, or the legal guardian or conservator of the patient, must be given the opportunity to designate a person who is not related who will have the status of the patient's next of kin with respect to visitation and making a health care decision. A designation must be included in the patient's health record. With respect to making a health care decision, a health care directive or appointment of a health care agent under chapter 145C prevails over a designation made under this paragraph. The unrelated person may also be identified as such by the patient or by the patient's family.

**Additional rights in residential programs that provide treatment to chemically dependent or mentally ill minors or in facilities providing services for emotionally disturbed minors on a 24-hour basis:**

### 23. Isolation and Restraints

A minor patient who has been admitted to a residential program as defined in section 7 has the right to be free from physical restraint and isolation except in emergency situations involving a likelihood that the patient will physically harm the patient's self or others. These procedures may not be used for disciplinary purposes, to enforce program rules, or for the convenience of staff. Isolation or restraint may be used only upon the prior authorization of a physician, psychiatrist, or licensed consulting psychologist, only when less restrictive measures are ineffective or not feasible and only for the shortest time necessary.

### 24. Treatment Plan

A minor patient who has been admitted to a residential program as defined in section 7 has the right to a written treatment plan that describes in behavioral terms the case problems, the precise goals of the plan, and the procedures that will be utilized to minimize the length of time that the minor requires inpatient treatment. The plan shall also state goals for release to a less restrictive facility and follow-up treatment measures and services, if appropriate. To the degree possible, the minor patient and his or her parents or guardian shall be involved in the development of the treatment and discharge plan.

## Federal Rights

Starting Aug. 2, 1999, the federal Patients Bill of Rights law (42 CFR Part 482) went into effect. Patients have rights afforded them under federal laws in the areas of notification of rights; the exercise of his/her rights in regard to his/her care; privacy and safety; confidentiality of his/her records; freedom from restraints used in the provision of acute medical and surgical care unless clinically necessary; and freedom from seclusion and restraints used in behavior management unless clinically necessary. Information concerning the procedures for registering complaints or concerns can be found on the last page of this brochure.

**Rights under Federal Law 42 CFR §482.13 Condition of participation: Patients' rights.** A hospital must protect and promote each patient's rights.

(a) Standard: Notice of rights.

**(1) A hospital must inform each patient, or when appropriate, the patient's representative (as allowed under State law), of the patient's rights, in advance of furnishing or discontinuing patient care whenever possible.**

(2) The hospital must establish a process for prompt resolution of patient grievances and must inform each patient whom to contact to file a grievance. The hospital's governing body must approve and be responsible for the effective operation of the grievance process and must review and resolve grievances, unless it delegates the responsibility in writing a grievance committee. The grievance process must include a mechanism for timely referral of patient concerns regarding quality of care or premature discharge to the appropriate Utilization and Quality Control Peer Review Organization. At a minimum:

(i) The hospital must establish a clearly explained procedure for the submission of a patient's written or verbal grievance to the hospital.

(ii) The grievance process must specify time frames for review of the grievance and the provision of a response.

(iii) In its resolution of the grievance, the hospital must provide the patient with written notice of its decision that contains the name of the hospital contact person, the steps taken on behalf of the patient to investigate the grievance, the results of the grievance process, and the date of completion.

(b) Standard: Exercise of rights.

(1) The patient has the right to participate in the development and implementation of his or her plan of care.

(2) The patient or his or her representative (as allowed under State law) has the right to make informed decisions regarding his or her care. The patient's rights include being informed of his or her health status, being involved in care planning and treatment, and being able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.

(3) The patient has the right to formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives, in accordance with §489.0 of this part (Definition), §489.0 of this part (Requirements for providers), and §489.0 of this part (Effective dates).

(4) The patient has the right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.

(c) Standard: Privacy and safety.

- (1) The patient has the right to personal privacy.
- (2) The patient has the right to receive care in a safe setting.
- (3) The patient has the right to be free from all forms of abuse or harassment.

(d) Standard: Confidentiality of patient records.

- (1) The patient has the right to the confidentiality of his or her clinical records.
- (2) The patient has the right to access information contained in his or her clinical records within a reasonable time frame. The hospital must not frustrate the legitimate efforts of individuals to gain access to their own medical records and must actively seek to meet these requests as quickly as its recordkeeping system permits.

(e) Standard: Restraint or seclusion. All patients have the right to be free from physical or mental abuse, and corporal punishment. All patients have the right to be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff. Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member, or others and must be discontinued at the earliest possible time.

(1) Definitions.

(i) A restraint is -

(A) Any manual method, physical or mechanical device, material, or equipment that immobilizes or reduces the ability of a patient to move his or her arms, legs, body, or head freely; or

(B) A drug or medication when it is used as a restriction to manage the patient's behavior or restrict the patient's freedom of movement and is not a standard treatment or dosage for the patient's condition.

(C) A restraint does not include devices, such as orthopedically prescribed devices, surgical dressings or bandages, protective helmets, or other methods that involve the physical holding of a patient for the purpose of conducting routine physical examinations or tests, or to protect the patient from falling out of bed, or to permit the patient to participate in activities without the risk of physical harm (this does not include a physical escort).

(ii) Seclusion is the involuntary confinement of a patient alone in a room or area from which the patient is physically prevented from leaving. Seclusion may only be used for the management of violent or self-destructive behavior.

- (2) (Restraint or seclusion may only be used when less restrictive interventions have been determined to be ineffective to protect the patient a staff member or others from harm.
- (3) The type or technique of restraint or seclusion used must be the least restrictive intervention that will be effective to protect the patient, a staff member, or others from harm.
- (4) The use of restraint or seclusion must be -
  - (i) In accordance with a written modification to the patient's plan of care; and
  - (ii) Implemented in accordance with safe and appropriate restraint and seclusion techniques as determined by hospital policy in accordance with State law.
- (5) The use of restraint or seclusion must be in accordance with the order of a physician or other licensed independent practitioner who is responsible for the care of the patient as specified under § 482.12(c) and authorized to order restraint or seclusion by hospital policy in accordance with State law.
- (6) Orders for the use of restraint or seclusion must never be written as a standing order or on an as needed basis (PRN).
- (7) The attending physician must be consulted as soon as possible if the attending physician did not order the restraint or seclusion.
- (8) Unless superseded by State law that is more restrictive -
  - (i) Each order for restraint or seclusion used for the management of violent or self-destructive behavior that jeopardizes the immediate physical safety of the patient, a staff member, or others may only be renewed in accordance with the following limits for up to a total of 24 hours:
    - (A) 4 hours for adults 18 years of age or older;
    - (B) 2 hours for children and adolescents 9 to 17 years of age; or

- (C) 1 hour for children under 9 years of age; and
- (ii) After 24 hours, before writing a new order for the use of restraint or seclusion for the management of violent or self-destructive behavior, a physician or other licensed independent practitioner who is responsible for the care of the patient as specified under § 482.12(c) of this part and authorized to order restraint or seclusion by hospital policy in accordance with State law must see and assess the patient.
- (iii) Each order for restraint used to ensure the physical safety of the non-violent or non-self-destructive patient may be renewed as authorized by hospital policy.
- (9) Restraint or seclusion must be discontinued at the earliest possible time, regardless of the length of time identified in the order.
- (10) The condition of the patient who is restrained or secluded must be monitored by a physician, other licensed independent practitioner or trained staff that have completed the training criteria specified in paragraph (f) of this section at an interval determined by hospital policy.
- (11) Physician and other licensed independent practitioner training requirements must be specified in hospital policy. At a minimum, physicians and other licensed independent practitioners authorized to order restraint or seclusion by hospital policy in accordance with State law must have a working knowledge of hospital policy regarding the use of restraint or seclusion.
- (12) When restraint or seclusion is used for the management of violent or self-destructive behavior that jeopardizes the immediate physical safety of the patient, a staff member, or others, the patient must be seen face-to-face within 1 hour after the initiation of the intervention -
  - (i) By a -
    - (A) Physician or other licensed independent practitioner; or
    - (B) Registered nurse or physician assistant who has been trained in accordance with the requirements specified in paragraph (f) of this section.
  - (ii) To evaluate -
    - (A) The patient's immediate situation;
    - (B) The patient's reaction to the intervention;
    - (C) The patient's medical and behavioral condition; and
    - (D) The need to continue or terminate the restraint or seclusion.
- (13) States are free to have requirements by statute or regulation that are more restrictive than those contained in paragraph (e)(12)(i) of this section.
- (14) If the face-to-face evaluation specified in paragraph (e)(12) of this section is conducted by a trained registered nurse or physician assistant, the trained registered nurse or physician assistant must consult the attending physician or other licensed independent practitioner who is responsible for the care of the patient as specified under § 482.12(c) as soon as possible after the completion of the 1-hour face-to-face evaluation.
- (15) All requirements specified under this paragraph are applicable to the simultaneous use of restraint and seclusion. Simultaneous restraint and seclusion use is only permitted if the patient is continually monitored -
  - (i) Face-to-face by an assigned, trained staff member; or
  - (ii) By trained staff using both video and audio equipment. This monitoring must be in close proximity to the patient.
- (16) When restraint or seclusion is used, there must be documentation in the patient's medical record of the following:
  - (i) The 1-hour face-to-face medical and behavioral evaluation if restraint or seclusion is used to manage violent or self-destructive behavior;
  - (ii) A description of the patient's behavior and the intervention used;
  - (iii) Alternatives or other less restrictive interventions attempted (as applicable);
  - (iv) The patient's condition or symptom(s) that warranted the use of the restraint or seclusion; and
  - (v) The patient's response to the intervention(s) used, including the rationale for continued use of the intervention.
- (f) Standard: Restraint or seclusion: Staff training requirements. The patient has the right to safe

implementation of restraint or seclusion by trained staff.

(1) Training intervals. Staff must be trained and able to demonstrate competency in the application of restraints, implementation of seclusion, monitoring, assessment, and providing care for a patient in restraint or seclusion -

(i) Before performing any of the actions specified in this paragraph;

(ii) As part of orientation; and

(iii) Subsequently on a periodic basis consistent with hospital policy.

(2) Training content. The hospital must require appropriate staff to have education, training, and demonstrated knowledge based on the specific needs of the patient population in at least the following:

(i) Techniques to identify staff and patient behaviors, events, and environmental factors that may trigger circumstances that require the use of a restraint or seclusion.

(ii) The use of nonphysical intervention skills.

(iii) Choosing the least restrictive intervention based on an individualized assessment of the patient's medical, or behavioral status or condition.

(iv) The safe application and use of all types of restraint or seclusion used in the hospital, including training in how to recognize and respond to signs of physical and psychological distress (for example, positional asphyxia);

(v) Clinical identification of specific behavioral changes that indicate that restraint or seclusion is no longer necessary.

(vi) Monitoring the physical and psychological well-being of the patient who is restrained or secluded, including but not limited to, respiratory and circulatory status, skin integrity, vital signs, and any special requirements specified by hospital policy associated with the 1-hour face-to-face evaluation.

(vii) The use of first aid techniques and certification in the use of cardiopulmonary resuscitation, including required periodic recertification.

(3) Trainer requirements. Individuals providing staff training must be qualified as evidenced by education,

training, and experience in techniques used to address patients' behaviors.

(4) Training documentation. The hospital must document in the staff personnel records that the training and demonstration of competency were successfully completed.

(g) Standard: Death reporting requirements: Hospitals must report deaths associated with the use of seclusion or restraint.

(1) With the exception of deaths described under paragraph (g)(2) of this section, the hospital must report the following information to CMS by telephone, facsimile, or electronically, as determined by CMS, no later than the close of business on the next business day following knowledge of the patient's death:

(i) Each death that occurs while a patient is in restraint or seclusion.

(ii) Each death that occurs within 24 hours after the patient has been removed from restraint or seclusion.

(iii) Each death known to the hospital that occurs within 1 week after restraint or seclusion where it is reasonable to assume that use of restraint or placement in seclusion contributed directly or indirectly to a patient's death, regardless of the type(s) of restraint used on the patient during this time. "Reasonable to assume" in this context includes, but is not limited to, deaths related to restrictions of movement for prolonged periods of time, or death related to chest compression, restriction of breathing, or asphyxiation.

(2) When no seclusion has been used and when the only restraints used on the patient are those applied exclusively to the patient's wrist(s), and which are composed solely of soft, non-rigid, cloth-like materials, the hospital staff must record in an internal log or other system, the following information:

(i) Any death that occurs while a patient is in such restraints.

(ii) Any death that occurs within 24 hours after a patient has been removed from such restraints.

(3) The staff must document in the patient's medical record the date and time the death was:



(i) Reported to CMS for deaths described in paragraph (g)(1) of this section; or

(ii) Recorded in the internal log or other system for deaths described in paragraph (g)(2) of this section.

(4) For deaths described in paragraph (g)(2) of this section, entries into the internal log or other system must be documented as follows:

(i) Each entry must be made not later than seven days after the date of death of the patient.

(ii) Each entry must document the patient's name, date of birth, date of death, name of attending physician or other licensed independent practitioner who is responsible for the care of the patient as specified under § 482.12(c), medical record number, and primary diagnosis(es).

(iii) The information must be made available in either written or electronic form to CMS immediately upon request.

(h) Standard: Patient visitation rights. A hospital must have written policies and procedures regarding the visitation rights of patients, including those setting forth any clinically necessary or reasonable restriction or limitation that the hospital may need to place on such rights and the reasons for the clinical restriction or limitation. A hospital must meet the following requirements:

(1) Inform each patient (or support person, where appropriate) of his or her visitation rights, including any clinical restriction or limitation on such rights, when he or she is informed of his or her other rights under this section.

(2) Inform each patient (or support person, where appropriate) of the right, subject to his or her consent, to receive the visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend, and his or her right to withdraw or deny such consent at any time.

(3) Not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.

(4) Ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.

[71 FR 71426, Dec. 8, 2006, as amended at 75 FR 70844, Nov. 19, 2010; 77 FR 29074, May 16, 2012]

## Your Responsibilities as a Patient

We want to make sure that you have the best possible experience while a patient in our facilities. You can help by taking on these responsibilities.

- To give accurate and complete information, as best you can, related to your health.
- To know your medical team and tell them about any change in your condition.
- To take part in your health care and to follow your treatment plan.
- To ask questions if you do not understand directions and procedures or if you feel you cannot follow them.
- To cooperate with hospital staff in observing safety rules and policies.
- To be considerate of other patients by limiting noise and the number of visitors.
- To be considerate of hospital staff who are giving you care and to respect hospital property.
- To assist in making discharge plans in a responsible and timely manner.
- To cooperate in arranging for payment for services you receive.
- To keep your appointments and to know your medicines.

If you have questions about your rights or medical care, contact one of the following facilities:

**Fairview Lakes Medical Center**  
5200 Fairview Blvd., Wyoming, MN 55092  
651-982-7851

**Fairview Northland Medical Center**  
911 Northland Dr., Princeton, MN 55371  
763-389-1313

**Fairview Range Medical Center**  
750 34th St. E., Hibbing, MN 55746  
218-262-4881 or 888-870-8626

**Fairview Ridges Hospital**  
201 Nicollet Blvd., Burnsville, MN 55337  
952-892-2262

**Fairview Southdale Hospital**

6401 France Ave. S., Edina, MN 55435  
952-924-5965

**Grand Itasca Clinics and Hospital**

1601 Golf Course Road  
Grand Rapids, MN 55744  
218-326-3401

**University of Minnesota Health Maple Grove Clinics**

14500 99th Ave. N., Maple Grove, MN 55369  
763-898-1000

**University of Minnesota Masonic Children's Hospital**

2450 Riverside Ave., Mpls, MN 55454  
888-KIDS-UMN (888-543-7866)

**University of Minnesota Medical Center:**

<i>West Bank</i>	<i>East Bank</i>
2450 Riverside Ave.	420 Delaware St. SE
Mpls, MN 55454	Mpls, MN 55455
612-273-5050	612-273-5050

**Bethesda Hospital**

559 Capitol Blvd., St. Paul, MN 55103  
651-232-2013

**St. John's Hospital**

1575 Beam Avenue, Maplewood, MN 55109  
651-232-7967

**St. Joseph's Hospital**

45 West 10th Street, St. Paul, MN 55102  
651-232-3061

**Woodwinds Health Campus**

1925 Woodwinds Drive, Woodbury, MN 55125  
651-232-0002

**HealthEast Customer Advocacy**

1690 University Avenue W Suite 110, St. Paul, MN 55104  
651-232-5150

**If you have questions about your rights or medical care, contact:**

**Minnesota Board of Medical Practice**

2829 University Ave. S.E., Suite 500  
Minneapolis, MN 55414-3246  
612-617-2130 or 800-657-3709

**Office of Health Facility Complaints**

P.O. Box 64970, St. Paul, MN 55101-0970  
651-201-4201 or 800-369-7994

**Office of Quality and Safety Monitoring**

To report a patient safety event or concern about a health care organization.

Online: Complete form at [www.jointcommission.org](http://www.jointcommission.org)

Fax: 630-792-5636

Mail: The Joint Commission

One Renaissance Blvd., Oakbrook Terrace, IL 60181

**Office of Ombudsman for Mental Health and Development Disabilities**

121 East 7th Place, Suite 420, St. Paul, MN 55101-2117  
651-757-1800 or 1-800-657-3506

**Minnesota Board of Behavioral Health and Therapy**

2829 University Avenue SE, Suite 210,  
Minneapolis, MN 55414  
612-548-2177

**Minnesota Department of Human Services-  
Licensing Division**

P.O. Box 64242, St. Paul, MN 55164-0242  
651-431-6500

**For concerns about your Medicare rights, including quality of care or premature discharge, contact:**

**Office of Ombudsman for Long-Term Care**

P.O. Box 64971, St. Paul, MN 55164-0971  
651-431-2555 or 800-657-3591

**Medicare Quality Improvement Organization (QIO)**

Livanta - BFCC QIO  
10820 Guilford Road, Suite 202  
Annapolis Junction, MD 20701-1262  
1-888-524-9900 or TTY 1-888-985-8775  
[www.livantaqio.com](http://www.livantaqio.com)

# DISCRIMINATION IS AGAINST THE LAW

## Final Rule Under Section 1557 for Nondiscrimination and Accessibility Requirements

We comply with applicable Federal civil rights laws and the Minnesota Human Rights Act. We do not discriminate against, exclude, or treat people differently or deny any person the full and equal enjoyment of the goods, services, facilities, privileges, advantages, and accommodations of a place of public accommodation because of race, color, creed, religion, national origin, marital status, age, disability, sexual orientation or sex.

We provide free aids and services to help people communicate effectively with us, such as:

- Qualified sign language interpreters.
- Qualified spoken language interpreters, for people whose preferred language is not English.
- Written information in other languages and formats (such as large print, audio and accessible electronic formats).

If you need these services, call 612-273-3780 (TTY: 711).

If you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, creed, religion, national origin, marital status, age, disability, sexual orientation or sex, you can file a grievance with your facility in person or by mail, fax or email. The contacts listed below will help you. For a copy of our grievance procedure, go to: <http://www.fvfiles.com/524620.pdf>.

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### Fairview Clinics

Attn: President,  
Fairview Medical Group  
451 Lexington Parkway North,  
Suite 300, St. Paul, MN 55104  
Phone: 651-643-0265 Fax: 651-643-0210

### Institute for Athletic Medicine

Institute for Athletic Medicine  
Administrative Offices  
2450 Riverside Ave.  
Minneapolis, MN 55454  
Phone: 612-672-7100 Fax: 763-528-2951  
Email: IAM@Fairview.org

### Maple Grove Clinics:

- Fairview Ambulatory Surgery Center
- University of Minnesota Health  
Maple Grove Clinics  
University of Minnesota Health,  
Patient Relations, 2450 Riverside  
Ave., Minneapolis, MN 55454  
Phone: 612-273-5050 Fax: 612-273-5035  
Email: dept-fumcu-patient-relations@fairview.org

### University of Minnesota Health Clinics and Surgery Center

University of Minnesota Physicians  
Patient Relations  
720 Washington Ave. SE., Ste. 200  
Minneapolis, MN 55414  
Phone: 612-884-0661 Fax: 612-884-0399  
Email: cscfeedback@mhealth.org

### Fairview Lakes Medical Center

Patient Relations, 5200 Fairview Blvd.  
Wyoming, MN 55092  
Phone: 651-982-7851 Fax: 651-982-7157

### Fairview Northland Medical Center

Patient Relations, 5200 Fairview Blvd.  
Wyoming, MN 55092  
Phone: 651-982-7851 Fax: 651-982-7157

### Fairview Range Medical Center

Patient Relations, 750 E. 34th St.  
Hibbing, MN 55746  
Phone: 218-362-6892 Fax: 218-362-6619

### Fairview Ridges Hospital

Patient Relations, 201 E. Nicollet Blvd.  
Burnsville, MN 55337  
Phone: 952-892-2262 Fax: 952-892-2107

### Fairview Southdale Hospital

Patient Relations, 6401 France Ave S.  
Edina, MN 55435  
Phone: 952-924-5908 Fax: 952-915-8619  
Email: dept-fsh-patient-relations  
@fairview.org

### Grand Itasca Clinic & Hospital

Attn: Patient Experience Coordinator  
1601 Golf Course Rd  
Grand Rapids, MN 55744  
Phone: 218-360-4212  
Fax: 218-999-1467

### University of Minnesota Medical Center and University of Minnesota Masonic Children's Hospital

University of Minnesota Health,  
Patient Relations, 2450 Riverside Ave.  
Minneapolis, MN 55454  
Phone: 612-273-5050 Fax: 612-273-5035  
Email: dept-fumcu-patient-relations  
@fairview.org

### Ebenezer

Attn: VP of Corporate Services  
2722 Park Ave. S.  
Minneapolis, MN 55407  
Phone: 612-874-3474 Fax: 612-874-3465

### Fairview Home Care and Hospice

Director of Compliance  
2450 26th Ave. S.  
Minneapolis, MN 55406  
Phone: 612-721-2491 Fax: 612-728-2401  
Email: dept-hhc-grievance@fairview.org

### Fairview Home Medical Equipment and Fairview Orthotics and Prosthetics

- Patient Relation, 2200 University Ave. W.  
Suites 110 and 114, St. Paul, MN 55114
- Home Medical Equipment:  
Phone 651-632-9800  
Email: fairviewhomeproducts  
@fairview.org
  - Orthotics and Prosthetics:  
Phone 651-644-5808

### Fairview Pharmacy Services

Fairview Pharmacy Services  
Corporate Offices, 711 Kasota Ave. S.E.,  
Minneapolis, MN 55414  
Phone: 612-672-7033 Fax: 612-672-5201  
Email: dept-pharm-compliance  
@fairview.org

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You can also file a non-discrimination complaint with the U.S. Department of Health and Human Services and/or Minnesota Department of Human Rights:

U.S. Department of Health and Human Services, Office for Civil Rights:

- Electronically through the Office for Civil Rights Complaint Portal, available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.
- By mail at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, D.C. 20201.
- By phone: 1-800-368-1019, 800-537-7697 (TDD).
- Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>.

Minnesota Department of Human Rights:

- Electronically through the MDHR complaint inquiry form, available at <https://b5.caspio.com/dp.asp?AppKey=18a340001049f4ae67b24974b4ec>.
- By mail at: Minnesota Department of Human Rights, 625 Robert Street North, Saint Paul, MN 55155.
- By phone: 651.539.1100 (TTY 651.296.1283) or Toll Free at 800.657.3704.

# LANGUAGE SERVICES

612-273-3780 (TTY: 711) – Available 24 Hours



**ATTENTION:** Language assistance services, free of charge, are available to you. Call 612-273-3780.

## Somali

FIIRO GAAR AH: Hadii aad ku hadasho Soomaali, waaxda luqadaha, qaybta kaalmada adeegyada, waxay idiin hayaan adeeg kharash la'aan ah. So wac 612-273-3780.

## Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 612-273-3780.

## Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 612-273-3780.

## Arabic

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 612-273-3780.

## Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 612-273-3780.

## Oromo

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 612-273-3780.

## Hmong

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 612-273-3780.

## Chinese

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 612-273-3780。

## Amharic

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 612-273-3780.

## Cambodian

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អ្លល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 612-273-3780។

## Lao

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 612-273-3780.

## Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 612-273-3780 번으로 전화해 주십시오.

## French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 612-273-3780.

## Farsi

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 612-273-3780 تماس بگیرید.

## Karen

ဟံသုဂ်ဟံသး- နမုကတိက ကညိ ကျိအသိ, နမုနု ကျိအတိမၤစၢလၢ တလၢဂ်ဘျုးလၢဂ်စုၤ နိတမံၤဘျုးသုနုဂ်လိၤ. ကိ: 612-273-3780.