

1 10A NCAC 14F .1401 is proposed for amendment as follows:

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3 **10A NCAC 14F .1401 PATIENT RIGHTS**

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

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

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

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

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

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

26 *Eff. July 1, 2000;*

27 *Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. December*
28 *6, 2016, 2016;*

29 *Amended Eff. June 1, 2018.*