

1 10A NCAC 13K .0604 is readopted with changes as published in 34:24 NCR 2380-2383 as follows:

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3 **10A NCAC 13K .0604 PATIENT'S RIGHTS AND RESPONSIBILITIES**

4 (a) A hospice agency shall provide each patient with a written notice of the patient's rights and responsibilities in  
5 advance of furnishing care to the patient or during the initial evaluation visit before the initiation of services. The  
6 agency ~~must~~ shall maintain documentation showing that each patient has received a copy of his [their] or her rights  
7 and responsibilities, responsibilities as defined in G.S. 131E-144.3.

8 ~~(b) The notice shall include at a minimum the patient's right to:~~

- 9       (1) ~~be informed and participate in the patient's plan of care;~~  
10       (2) ~~voice grievances about the patient's care and not be subjected to discrimination or reprisal for doing~~  
11            ~~so;~~  
12       (3) ~~confidentiality of the patient's records;~~  
13       (4) ~~be informed of the patient's liability for payment for services;~~  
14       (5) ~~be informed of the process for acceptance and continuance of service and eligibility determination;~~  
15       (6) ~~accept or refuse services;~~  
16       (7) ~~be informed of the agency's on-call service;~~  
17       (8) ~~be advised of the agency's procedures for discharge; and~~  
18       (9) ~~be informed of supervisory accessibility and availability~~

19 ~~(e)(b)~~ A hospice agency shall provide all patients with a business hours telephone number for information, ~~questions~~  
20 ~~questions,~~ or complaints about services provided by the agency. The agency shall also provide the Division of Health  
21 Service Regulation's complaints ~~number and the Department of Health and Human Services Careline number,~~ intake  
22 telephone numbers: within N.C. (800) 624-3004; outside of N.C. (919) 855-4500. The Division of Health Service  
23 Regulation shall investigate all allegations of non-compliance with the ~~rules,~~ rules of this Subchapter.

24 ~~(d)(c)~~ A hospice agency shall initiate an investigation within ~~72 hours~~ 72 hours of complaints made by a patient or  
25 his or her family. Documentation of both the existence of the complaint and the resolution of the complaint shall be  
26 maintained by the ~~agency,~~ agency, [at] for a minimum of one-year, in accordance with hospice agency policy and  
27 procedures.

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29 *History Note:* Authority G.S. 131E-202;

30 Eff. February 1, ~~1996-1996;~~

31 Readopted Eff. January 1, 2021.