

Your Rights

As a resident or tenant of a licensed Wisconsin long term care facility, you have rights guaranteed to you by state and federal laws.

This facility is required to protect and promote your rights.

Based on your rights to **Dignity** and **Self-Determination**, these assurances promote your **Independence** and choices regarding your **Quality of Life**.

You have the right to exercise all of these rights without concern or fear of interference, coercion, discrimination or retaliation.

This is a summary of rights guaranteed to persons living in licensed Wisconsin long term care facilities.



State of Wisconsin Board on Aging and Long Term Care

Ombudsman Program
1.800.815.0015



For information on how your Ombudsman can assist you to protect and exercise these rights, contact us at:

State of Wisconsin
Board on Aging and Long Term Care
Ombudsman Program
1402 Pankratz St., Suite 111
Madison, WI 53704-4001
1.800.815.0015

website longtermcare.wi.gov
email boaltc@wisconsin.gov

Dignity

You have the right to:

- Be valued as an individual, to maintain and enhance your self-worth
- Be treated with courtesy, respect and dignity, free from humiliation, harassment or threats
- Be free from physical, sexual, mental, verbal and financial abuse
- Be free from chemical and physical restraints and involuntary seclusion

Privacy

You have the right to:

- Personal privacy during care and treatment
- Confidentiality concerning your personal and medical information
- Private and unrestricted visits with any person of your choice, in person and by telephone
- Send and receive mail without interference

Grievances

You have the right to:

- Voice grievances about care or services without discrimination or reprisal
- Expect the facility to promptly investigate and try to resolve your concerns
- Contact the Ombudsman to advocate on your behalf, free from discrimination or reprisal, if you feel any of your rights have been violated

Access

You have the right to:

- Be fully informed, both orally and in writing, of your rights and the facility's rules before admission and during your stay in the facility
- Be fully informed of the services available and related costs
- Not provide a third party guarantee of payment
- Be informed of and to receive assistance in obtaining the full range of available government benefits
- Quality care
- Be told in advance about available care and treatment options, including all potential benefits and risks
- Look at your records and receive copies at a reasonable cost
- Have access to any personal funds held for you by the facility
- Keep and use your personal possessions
- Receive notice in advance of any plans to change your room or roommate
- Organize and participate in a Resident/ Tenant Council and for your family to organize and participate in a Family Council
- Participate in social, religious and community activities, including the right to vote
- Read the results of the most recent State or Federal inspection survey and the facility's plan to correct any violations
- Contact and speak with your Ombudsman, the State survey agency, your attorney, any State or local government official, or any advocate or agency of your choosing

Transfer or Discharge

You have the right to:

- Remain in the facility unless there is a valid, legal reason for your transfer or discharge
- Receive a discharge notice and planning according to the licensing requirements of the facility
- Receive information about your right to appeal including contact information for your Long Term Care Ombudsman
- Receive planning and assistance to assure a safe transfer
- Be offered to hold your bed if your transfer is temporary, such as for hospitalization or therapeutic leave

Self-Determination

You have the right to:

- Be offered choices and allowed to make decisions important to you
- Expect the facility to accommodate individual needs and preferences
- Participate in the planning of your care and services
- Self-administer medications
- Accept or refuse care and treatment
- Choose your health care providers, including your doctor and pharmacy
- Manage your own personal finances, or to be kept informed of your finances if you choose to let someone else manage them for you
- Refuse to perform work for the facility