

Table of Contents

A Note from the Author	v
About the Author	vi
How to Use This Book	vi
Overview of Patient Rights Under the Revised Conditions of Participation	vii
Patient Representatives Defined	vii
Patient Rights Condition: The Requirements	viii
Section 1: Patient Rights	1
Notice of Patient Rights	3
Notice of Patient Rights Policy and Procedure.....	5
Patient Representatives.....	13
Notice of Patient Rights.....	17
Identification of Patient Representative Template Form	25
Waiver Form for Use with Patient Rights Policy.....	29
Exercise of Patient Rights	31
Exercise of Rights Policy and Procedure.....	33
Documenting Adjudication of Patients Lacking Capacity to Make Health Care Decisions....	37
Patient Rights	39
Rights of the Patient Policy and Procedure	41
Transfer and Discharge	47
Transfer and Discharge Policy and Procedure.....	49
Notice to Patient of Impending Transfer or Discharge	61
Notice to the Physician of Patient Transfer or Discharge	63
Form Letter Informing Patient of Discharge for Cause.....	65
Refusal of Medical Advice or Treatment Release Form.....	67
Investigating Complaints	69
Investigating Complaints Policy and Procedure	71
Patient Complaint Log.....	81
Complaint Investigation Form	83
Complaint Investigation Final Report Form.....	85
Acknowledgment of Receipt of Notices.....	87
Accessibility	89
Accessibility Barriers—Limited-English Proficiency and Other Barriers	91
Language Identification Flashcard	101
Patient refusal of care policy and procedure	105

Section 2: Language Access Plan..... 109

- Section 1557: Non-discrimination in Federally Funded Health Care Programs 111
 - Grievance Coordinator Job Description 119
 - Language Access Plan 123
 - Element 1 Assessment: Needs and Capacity 129
 - Element 2: Oral Language Assistance Services 133
 - Element 3: Written Translations..... 135
 - Element 4: Policies and Procedures 139
 - Element 5: Notification of the Availability of Language Assistance at No Cost 141
 - Element 6: Staff Training 143
 - Element 7: Assessment: Access and Quality 145
 - Element 8: Stakeholder Consultation..... 147
 - Element 9: Digital Information 149