

# LINCOLN HILL MANOR

53 Lincoln Street Spencer MA 01562  
(508) 885-3338

## NOTICE OF NURSING FACILITY RESIDENTS' RIGHTS

This is a summary of your rights as a nursing facility resident. When you enter a nursing facility, you do not lose your rights as an individual. A nursing facility must protect and promote your rights and the rights of each resident as described below.

1. Free Choice

You have the right to choose a personal attending physician, to be fully informed in advance of your care or treatment; to be fully informed in advance of any changes in your care or treatment that may affect your well-being, and (except in the event that you are not able to make you own decisions) to participate in planning your health care and treatment or changes in your care and treatment.

2. Freedom from Restraints

You have the right to be free from physical or mental abuse, corporal punishment, involuntary seclusion, and any physical or chemical restraints imposed for the purposes of discipline or convenience and not required to treat your medical symptoms.

Restraints may only be imposed:

A. to ensure your physical safety or that of other residents; and

B. only upon the written order of a physician that specifies the duration and circumstance under which the restraints are to be used, except in emergency circumstances specified by the nursing facility until a physician's order can reasonably be obtained.

3. Privacy

You have the right to privacy with regard to accommodations, medical treatment, written and telephone communications, visits, meetings of family and resident groups, but this does not require the facility to provide a private room for each resident.

4. Confidentiality

You have the right to confidentiality of your personal and clinical records and may access any current clinical records upon your request, or that of your legal representative, within 24 hours (excluding weekends and holidays) after making such a request.

5. Accommodation of Needs

You have the right to reside and receive services with reasonable accommodations of your needs and preference, except when your health and safety or that of any other resident would be endangered, and to receive notice before your room or roommate in the facility changes.

6. Grievances

You have the right to voice grievances about your treatment or care without discrimination or reprisal for voicing the grievance. You have the right to prompt efforts by the facility to resolve any grievance you may have, including those concerning other residents.

7. Right to Request a Spousal Asset Agreement

If your spouse is not living in a facility or institution, you and your spouse have the right to request an assessment of your non exempt resources at the time you enter the facility. This assessment will assist you in determining your eligibility for Medical Assistance.

8. Participation in Resident and Family Groups

You have the right to organize and participate in resident groups in the facility. In addition, your family has the right to meet with the family of other residents in the facility.

9. Participation in Other Activities

You have the right to participate in the social, religious, and community activities that do not interfere with the rights of other residents in the facility.

10. Examination of Survey Results

You have the right to examine, upon reasonable request, the results of the most recent survey of the facility conducted by federal or state surveyors and any plan of correction in effect for this facility.

## **Resident/Family Advocacy Telephone Numbers**

### **Department of Public Health**

10 West Street

Boston, MA 02111

Main No. (617) 727-5860

Patient Abuse Hotline 1-800-462-5540

Fax 617-727-5140

### **Ombudsman Program**

Director -Wendy Sheehan

Trivalley Elder Services, Inc.

51 Main Street

Webster, MA 01570

Telephone (508) 949-6640

Lincoln Hill Manor Rep:

### **Legal Assistance Corp of Central Mass**

Main Street, 4th Floor

Worcester, MA 01608

Telephone (508) 752-3718

Toll free 1-800-649-3718

### **Elder Affairs Hot Line**

1 Ashburton Place

Boston, MA

Telephone (617) 727-8931

### **Disabled Persons Protection Unit**

43 Wormwood Street

Fort Point Place

Boston, MA 02110

Telephone (617) 717-7046

### **Department of Mental Health/Mental Retardation**

160 N. Washington Street

Boston, MA 02114

Main # (617) 727-5656

### **Disabled Persons Protection Commission**

Boylston Street

Boston MA 02115

Telephone (617) 717-7046

## **We Want You To Know**

This facility complies with the state Patient Abuse Law (Massachusetts General laws Chapter 111, section 72-F-L). If you are aware of physical abuse, mistreatment or neglect of any resident of this facility, you may report your concerns to the Massachusetts Department of Public Health, which is responsible for working with us to investigate and prevent instances of patient abuse, mistreatment or neglect.

### **WRITE**

Patient Complaint Unit  
Massachusetts Department of Public Health  
Division of health Care Quality  
10 West Street  
Boston, MA 02111

### **OR CALL**

(617) 727-5860 (9-5 Monday-Friday)  
(617) 522-3700 (Evenings and Weekends)  
1-800-462-5540 Patient Abuse Hotline  
Fax # 617-727-5141

All employees of this facility as well as others paid to provide care to our residents are required by State law to report suspected instances of abuse, mistreatment and neglect to the Department of Public Health. We are committed to providing the highest quality of care to our residents, and would appreciate receiving notification of any instance that has harmed or may harm a resident. All notices received are investigated and remain confidential.