Residents have the right to:

- **Be Fully Informed of:**
  - The type of care to be provided;
  - Changes to the plan of care, or in medical or health status;
  - Rules and regulations, including residents’ rights;
  - Contact information for the long-term care ombudsman program and the state survey agency;
  - State survey reports and the nursing facility’s plan of correction;
  - Written notice before a change in room or roommate;
  - Notices and information in an understandable language.

- **Right to Raise Grievances:**
  - Present grievances without fear of discrimination or retaliation;
  - Prompt efforts by the facility to resolve grievances;
  - To file a complaint with the long-term care ombudsman program or state survey agency.

- **Right to a Dignified Existence:**
  - Be treated with consideration, respect, and dignity;
  - Freedom from abuse, neglect, exploitation, and misappropriation of property;
  - Freedom from physical or chemical restraints;
  - Quality of life is maintained or improved;
  - Exercise rights without interference, coercion, discrimination, or reprisal;
  - A homelike environment, and use of personal belongings;
  - Equal access to quality care;
  - Security of possessions.

- **Right to Privacy:**
  - Regarding personal, financial, and medical affairs;
  - Private and unrestricted communication with any person;
  - During treatment and care of personal needs.

- **Rights During Transfers and Discharges:**
  - Remain in the nursing facility unless:
    - The resident’s needs cannot be met in the facility;
    - The resident’s health has improved and s/he no longer requires nursing home care;
    - The safety of individuals in the facility is threatened;
    - The health of others in the facility is threatened;
    - The resident has failed, after reasonable notice, to pay the facility charge for an item or service; or
    - The facility is closing.
  - Right to appeal the proposed transfer or discharge and not be discharged while an appeal is pending;
  - Receive 30-day written notice of discharge or transfer that includes: the reason, the effective date, the location going to; appeal rights and process for filing an appeal; and the name and contact information for the long-term care ombudsman; and
  - Preparation and orientation to ensure safe and orderly transfer or discharge;
  - Notice of the right to return to the facility after hospitalization or therapeutic leave.

- **Right to Self-Determination:**
  - Choice of activities, schedules, health care, and providers;
  - Reasonable accommodation of needs and preferences;
  - Participate in developing and implementing a person-centered plan of care that incorporates personal and cultural preferences;
  - Choice about designating a representative;
  - Organize and participate in resident and family groups; and
  - Request, refuse, and/or discontinue treatment.

- **Rights Regarding Financial Affairs:**
  - Manage his/her financial affairs.
  - Information about available services and the charges for such;
  - Personal funds of more than $100 ($50 for residents whose care is funded by Medicaid) deposited by the facility in a separate interest-bearing account, and financial statements quarterly or upon request;
  - Not be charged for services covered by Medicaid or Medicare.

- **Right of Access to:**
  - Individuals, services, community members, and activities inside and outside the facility;
  - Visitors of his/her choosing at any time, and the right to refuse visitors;
  - Personal and medical records;
  - His/her personal physician and representatives from the state survey agency and long-term care ombudsman program;
  - Assistance if sensory impairments exist;
  - Participate in social, religious, and community activities.
State Long Term Care Ombudsman
Patricia Hall
Email: patricia.hall1@wyo.gov
Phone: (307) 777-2885
Fax: (307) 777-5340

Regional Ombudsmen
Linda Hendricks
Email: linda.hendricks@wyo.gov
Counties: Big Horn, Washakie, Park, Hot Springs, Fremont, Sublette, Lincoln, Teton
Phone: (307) 856-6880 or (800) 856-4398
Fax: (307) 857-6668

Lee Alter
Email: lee.alter@wyo.gov
Counties: Sheridan, Johnson, Campbell, Crook, Weston, Natrona, Converse
Phone: (307) 235-5959 or (877) 634-1006
Fax: (307) 237-3450

Don Runyon
Email: don.runyon1@wyo.gov
Counties: Laramie, Goshen, Niobrara, Platte, Albany, Carbon, Sweetwater, Uinta
Phone: (307) 634-1010 or (877) 634-1005
Fax: (307) 634-6097

Learn more about the Program online:
https://health.wyo.gov/admin/long-term-care-ombudsman-program/

Or Call (800) 856-4398

Brought to you by:

Wyoming Long-Term Care Ombudsman Program

Nursing Home Residents’ Rights

Wyoming
A Private Nonprofit Agency

Wyoming Department of Health

Know your rights!

This document was developed under a grant from the U.S. Department of Health and Human Services, Administration on Aging, and the Wyoming Department of Health. However, these contents do not necessarily represent the policy of the U.S. Department of Health and Human Services or the Wyoming Department of Health, and you should not assume endorsement by the federal or state government.