

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;
- 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**

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Regional Ombudsman

Dawn Marie Thacker

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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:



Nursing Home Residents' Rights

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Know your rights!