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
Email: patricia.hall1@wyo.gov
Phone: (307) 777-2885

Regional Ombudsman
Kayla Slack
Email: kayla.slack1@wyo.gov
Counties: Big Horn, Washakie, Park, Hot Springs, Fremont, Sublette, Lincoln, Teton
Phone: (307) 856-6880 or (800) 856-4398

Kari Till
Email: kari.till1@wyo.gov
Counties: Sheridan, Johnson, Campbell, Crook, Weston, Natrona, Converse
Phone: (307) 235-5959 or (877) 634-1006

Don Runyon
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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

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