

# YOUR RIGHTS

When you live in a nursing home or an assisted living, you keep all your rights, and you have additional rights to:

- Have information
- Make decisions
- Have privacy & have visitors
- Be free from discrimination and restraints

Stay in the home or, if you wish, receive services in another setting that meets your needs

## A Long-Term Care Ombudsman helps you:

- Understand and exercise your rights
- Talk to the right person to have your wishes and rights respected
- Work with the provider to give you the best care and services
- Find solutions for problems you may have with your care or quality of life

This pamphlet has been developed with Ohio's Office of the State Long-Term Care Ombudsman Ohio Department of Aging  
[www.ombudsman.ohio.gov](http://www.ombudsman.ohio.gov)



Contact Your Local  
Long-Term Care Ombudsman  
Pro Seniors, Inc.  
513-458-5518



**Long-Term Care  
Ombudsman**

Advocates for Excellence in Your Care

# YOUR RIGHTS

## Nursing Home & Assisted Living



*Your Long-Term Care Ombudsman  
Can Help*

Call: (513) 458.5518 / Toll-free: (800) 488.6070  
Fax: (513) 621.5613 / TDD: (513) 345.4160

[www.proseniors.org](http://www.proseniors.org)



## YOU KEEP YOUR RIGHTS

Now that you live in a nursing home or assisted living, you have the same rights you've always had and a few more.

### **This Is YOUR Home**

You have the right to make yourself at home — to have visitors, to have your own belongings, to pursue your own interests. You also have the right to leave, and the right to stay.

### **This is YOUR Health**

You have the right to know what your health condition is, to decide how you will be cared for and to receive all the care in your plan of care.

### **This is YOUR Life**

You have the right to be treated with dignity and respect at all times. You have the right to decide how you want to spend your day, when to get up and go to bed, and what you want to do during the day.

## YOU HAVE THE RIGHT

### **To Know:**

- What services are available at what cost
- How to apply for Medicaid
- Your medical condition, treatment plan, and alternatives

### **To Choose:**

- Your doctor and other health care providers, including hospice
- Your care and treatment
- Your daily routine
- How to spend your money
- To visit with family and friends
- To participate in activities both inside and outside of the home

### **To Privacy**

- In communication – mail, phone, visits
- While receiving personal care and medical treatment
- For your personal and medical records

### **To Be Free From:**

- Abuse & Neglect
- Discrimination
- Restraints used against your will

### **To Voice Complaints To:**

- Your family and friends
- Your resident council
- Provider staff
- Your Ombudsman
- Ohio Department of Health

### **If you are asked to move, you have the right to:**

- Receive written notice, 30 days in advance, to you and your representative, before discharge, except in an emergency
- Appeal the discharge within 10 days of receiving notice
- Assistance in arranging where you will go to live if you decide to leave

### **The provider must:**

- Tell you in writing the reason for our discharge
- Inform you how to appeal
- Inform you that you do not have to leave until your appeal has been heard
- Arrange an alternative care setting that meets your needs



Your rights are posted in the home where you live, and you must be given a copy during admission.

For a copy of your rights, ask the staff where you live or your Long-Term Care Ombudsman.