

## You Keep Your Rights

Now that you live in a Nursing Home you have the same rights you have always had... and a few more.

## This is Your Home

You have the right to make yourself at home. To have privacy, to have visitors, to have your own belongings and 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 participate and decide how your care will be provided and to receive all the services you agreed to in your care plan.

## This is Your Life

You have the right to decide how you want to spend your day, when to get up, when to go to bed, and what you want to do during the day.

## How to Contact Us

### State LTC Ombudsman

*Senior & Long Term Care  
Department of Public Health and  
Human Services  
PO Box 4210  
Helena, MT 59604-4210*

### Toll Free Number

**1-800-332-2272**

### Your local Ombudsman

*All Contacts are Kept Confidential*

## Your Rights as a Nursing Home Resident



## Montana's Long-Term Care Ombudsman is Your Advocate

*Working to Provide Education,  
Assistance and Advocacy to  
Long-Term Care Residents  
and their Families in an  
Effort to Ensure Dignity  
and Quality of Life.*

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If you are a person with a disability and require an alternate, accessible format of this document, please contact (406) 444-4077.

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## A Long-Term Care Ombudsman is an Advocate for Residents...

- Trained to provide information and assistance to residents and families
- Investigates and resolves complaints to the resident's satisfaction
- Provides education regarding resident rights
- Promotes community involvement
- Promotes the development of resident and family councils



## You Have the Right...

### To Know

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

### To Choose

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

### To Privacy

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

### To Be Free From

- Abuse
- Neglect
- Discrimination
- Exploitation
- Retaliation
- Restraints

## If the Nursing Home Asks You to Move...

### You Can Only Be Discharged If

- The facility cannot meet your needs
- You no longer need nursing facility services
- The health or safety of others is endangered
- You fail to meet your financial obligation to the facility, or
- The facility is closing

### Even Then You Have Rights

The nursing home must notify you in writing, in a language and manner you understand, the reason for the discharge, when and where you will go, and how to appeal the notice of discharge. MOST notices require a 30-day advance notice. There may be certain circumstances that negate your receiving a 30-day discharge notice.

