

TOTAL HEALTH CARE, INC.
1501 Division Street
Baltimore, MD 21217

Corporate Procedure

Policy No. _____ Seq. _____	Approved: _____ Board of Directors Accepted: _____ President	Page of 1 of 1 Effective Date: 10/01/01
Pro# <u>01</u> Supersedes: <u>1 ME 03</u>	Subject: PATIENTS RIGHTS	Review Dates(s): <u>10/01/02</u> _____ _____
Divisional Signature: _____ Date: _____	Departmental Signature: _____ Date: _____	

PROCEDURES:

A. The Ethics Committee

1. Annually review Patient Rights and update policies and procedures in accordance with regulatory requirements.
2. Insure that Patient Rights information is posted, visible and available to patients, staff and visitors at each Total Health Care facility and in the Member's Handbook.
3. Monitor patient rights issues through the ethics consultation process.
4. Conduct staff in-service training regarding ethics and patient rights annually.

B. Clinical Operations and Administration

1. Center Administrators and administrative supervisors, managers and directors will insure that Patient Rights are communicated to all staff, at time of new hire orientation, and more often when required reviewed
2. Clinical and administrative staff will discuss, where appropriate, Patient Rights with the patient, their family member or custodian, to insure understanding.
3. Clinical and administrative staff will inform the patient to contact the Center Administrator should their be further questions or concerns about their rights.

C. Director of Medical Affairs

1. Review Patient Rights and policy and procedures with Ethics Committee, annually to insure current information is available and communicated to staff and patients.
2. Monitor patient right issues via the Member Satisfaction Survey, Patient Resolution Report and monthly Dis-enrollment Summary Report as distributed by managed care organizations.
3. Provide quarterly report to the Board of Directors, Joint Conference Committee.

RELATED POLICIES & PROCEDURES

- Patient Rights Policy
- Patient Responsibilities
- Patient Satisfaction Policy