

A CONDENSATION OF NORTH CAROLINA'S BILL OF RIGHTS FOR NURSING HOME RESIDENTS

1. To be treated with consideration, respect, and full recognition of personal dignity and individuality.
2. To receive care, treatment, and services which are adequate, and in compliance with relevant federal and state statutes and rules.
3. To receive at the time of admission and during stay, a written statement of services provided by the facility and of related charges. Charges for services not covered under Medicare and Medicaid shall be specified.
4. To have on file physician's orders with proposed schedule of medical treatment. Written, signed evidence of prior informed consent to participation in experimental research shall be in patient's file.
5. To receive respect and privacy in his medical care program. All personal and medical records are confidential.
6. To be free of mental and physical abuse. To be free of chemical and physical restraint unless authorized for a specified period of time by a physician according to clear and indicated medical need.
7. To receive from the administrator or staff of the facility a reasonable response to all requests.
8. To receive visitors or have access to privacy in phone use at any reasonable hour. To send and receive mail promptly and unopened, with access to writing materials.
9. To manage his/her own financial affairs unless other legal arrangements have been so ordered.
10. To have privacy in visits by the patient's spouse.
11. To enjoy privacy in his/her room.
12. To present grievances and recommend changes in policies and services without fear of reprisal, restraint, interference, coercion, or discrimination.
13. To not be required to perform services for the facility without personal consent and written approval of the attending physician.
14. To retain, to secure storage for, and to use his personal clothing and possessions, where reasonable.
15. To not be transferred or discharged from a facility except for medical, financial, or their own or other patient's welfare. Any such transfer shall require at least five days' notice, unless the attending physician orders immediate transfer, which shall be documented in the patient's medical record.
16. To be notified when the facility's license is revoked or made provisional. The responsible party or guardian must be notified, also.

What is a Nursing Home Community Advisory Committee?

The Nursing Home Community Advisory Committee was established in legislation ratified in 1978 by the North Carolina General Assembly. It was the intent of the General Assembly that each community in the state should take a more active role in promoting the interest and well being of persons residing in nursing homes. The N.C. Division of Aging and Adult Services, through a network of regional long term care ombudsmen, provide the committee members with training and assistance in the performance of their duties. A Nursing Home Community Advisory Committee is established in each county that has a nursing home.

What do the Committees do?

The committees work to maintain the rights of nursing home residents as listed in this brochure. They are available to help resolve matters of concern that may arise during the resident's stay in a nursing home. The committee members are also the link between the community and the nursing home, seeking to increase community involvement and, at the same time, keep the public informed about aspects of long term care and operation of the nursing home.

What is the purpose of the Committee?

1. To work to resolve grievances or problems pertaining to nursing home Residents' Rights at the local level.
2. To promote community involvement with nursing homes and their residents.
3. To promote community education and awareness of the needs of residents in nursing homes.

Who serves on the Nursing Home Community Advisory Committees?

Local citizens are appointed by the Board of County Commissioners to serve on the Nursing Home Community Advisory Committee as volunteers. They are selected because of their interest in ensuring quality nursing home care.

IF YOU.....

- would like to find out more about the Nursing Home Community Advisory Committee in your county;
- need information regarding matters pertaining to nursing homes in your area;
- have a question about the quality of care a loved one in a nursing home is receiving;
- would like to know how you can be of service to the nursing home residents in your area.

CONTACT:

[Shontelia Sowers, BSW, MSHCA](#)
[Regional Long-Term Care Ombudsman](#)
[Lumber River Council of Governments](#)
[30 CJ Walker Road/COMtech Park](#)
[Pembroke, NC 28372](#)
[Phone: 910-775-9761](#)
[Cell: 910-374-6295](#)

The Regional Ombudsman responds to confidential calls about resident care. The ombudsman will provide information and make referrals, when appropriate, to the Nursing Home Community Advisory Committee or other agencies.

OR

N.C. Department of Health and Human Services
Division of Aging and Adult Services
N.C. Long Term Care Ombudsman Program
2101 Mail Service Center, Raleigh, N.C. 27699-2101
(919) 855-3400.



Nursing Home Community Advisory Committee

“To ensure quality care for nursing home residents in North Carolina”