

CareCertify LLC

Hospice & End-of-Life Training Series

HOS-03

The Hospice Bill of Rights

Participant Guide

Hospice & End-of-Life Training Series · Audience: Hospice Aides · Nurses · Volunteers · Social Workers · Chaplains · CE
Hours: 1.0

Rights Are a Promise the Team Keeps

Patients receiving hospice care keep their rights. The Hospice Bill of Rights (Minn. Stat. 144A.751) puts those rights in writing, and the hospice must give each patient a copy and obtain written acknowledgment that they received it. A patient may never be required to surrender any right as a condition of receiving hospice care.

This guide covers the rights every hospice patient holds and how you protect them in daily care. Patients are vulnerable people at a tender time — honoring their rights is how hospice delivers dignity.

Learning Objectives — by the end of this module you will be able to:

- Summarize the Hospice Bill of Rights
- Explain the rights to information, choice, and participation
- Describe the rights to dignified care, refusal, and privacy
- Recognize that rights cannot be waived
- Support patients in voicing grievances and accessing advocacy

Section 1: The Hospice Bill of Rights

The Hospice Bill of Rights (Minn. Stat. 144A.751) sets out the rights of every hospice patient. Patients have the right to receive written information about their rights in advance of, or at the start of, hospice care — including what to do if their rights are violated — and the hospice must obtain written acknowledgment that the patient received it. The bill of rights also includes the contact information for the Office of Health Facility Complaints and the Office of Ombudsman for Long-Term Care.

Section 2: Information and Informed Choice

Patients have the right to be told, in advance, about the services that will be provided, the disciplines that will furnish care, the proposed frequency of visits, other choices available to them, and the consequences of those choices. They have the right to information about their care, condition, and the plan of care. Informed choice — a cornerstone of hospice — requires that patients have the real information they need to make decisions.

Section 3: Participation in the Plan of Care

Patients have the right to receive care according to a suitable hospice plan of care, and to take an active part in creating, changing, and evaluating that plan. The plan should reflect the patient's wishes and goals — what

comfort, dignity, and quality of life mean to them. Your care follows the plan and honors the patient's wishes, and you report changes so the plan stays current.

Section 4: Appropriate, Dignified Care

Patients have the right to care that is appropriate, meets accepted hospice care standards, and is delivered by competent, trained team members. They have the right to be treated with courtesy, consideration, respect, and dignity, and to have their property and person treated with consideration. Dignified, competent care isn't a courtesy — it's a guaranteed right.

Section 5: Refusal of Care and Informed Consent

Patients have the right to refuse care or treatment and to be informed of the consequences of refusing. Informed consent means decisions about care are the patient's to make, with the real information they need. Never force or coerce care; respect a patient's refusal even if you'd choose differently, and report refusals so the team and plan can respond. Honoring refusal is honoring the person's autonomy.

Respect refusal

A hospice patient who declines a medication, a bath, or food is exercising a right. Inform, respect, and report — never override or coerce.

Section 6: Privacy, Confidentiality, and Freedom From Maltreatment

Patients have the right to privacy and to confidentiality of their personal and medical information. They have the right to be free from abuse, neglect, financial exploitation, and improper restraint. Hospice patients are vulnerable adults under Minn. Stat. 626.557, so if you witness or suspect maltreatment, you are a mandated reporter (covered in HOS-10). Protect each patient's privacy, dignity, and safety in everything you do.

Section 7: Grievances and Advocacy

Patients have the right to voice grievances about their care and to receive a timely response, without fear of retaliation. The bill of rights provides the contact information for the Office of Health Facility Complaints and the Office of Ombudsman for Long-Term Care, independent resources for concerns. Support patients and families in raising concerns and accessing these advocates, and never discourage or retaliate against someone for speaking up.

Section 8: Rights Cannot Be Waived

A hospice provider may not require a person to surrender any of these rights as a condition of receiving hospice care, and may not request or obtain a waiver of any right. The rights apply throughout a patient's hospice care. Protecting them is the responsibility of the whole team — and honoring them in daily care is how hospice keeps its promise of dignity to vulnerable people at the end of life.

Rights are non-negotiable

Hospice patients keep every right in 144A.751. No one can ask them to sign those rights away. Honoring rights is part of every team member's job.

Key Terms

Term	What it means
Hospice Bill of Rights	Minn. Stat. 144A.751 — the rights of hospice patients.
Informed choice	Making decisions with the real information one needs.
Plan of care	The individualized hospice care plan patients help shape.
Right to refuse	A patient's right to decline care after being told the consequences.
Office of Health Facility Complaints	A state office that receives complaints about facilities/providers.
Ombudsman for Long-Term Care	An independent advocate for patients in long-term care.

Check Your Understanding

1. Which statute is the Hospice Bill of Rights?
2. What information do patients have the right to receive?
3. How do patients participate in their care?
4. What does the right to refuse care require of you?
5. Can a hospice require a patient to waive a right?

What's Next

Looking ahead

Next, HOS-04: Pain & Symptom Management Support covers helping relieve pain and distressing symptoms.