

By the Bay Health is committed to ensuring that each patient and their caregivers receive the highest quality services possible. To this end, every patient and caregiver has rights and responsibilities that are supported by law and agency policy. This Bill of Rights is designed to describe, protect and promote the rights of each patient to be treated with dignity and respect. These rights may be exercised by the patient or a representative.

It is our desire that patients and caregivers be informed participants in the care process. This includes understanding the illness, the services provided, and the billing/payment procedures.

Every patient is assured of personalized care regardless of race, religion, gender, ethnicity, age, handicap, sexual orientation, veteran status, lifestyle, or ability to pay. By the Bay Health staff provides high-quality care, which is respectful of dignity, individuality, privacy, and personal property. All staff members providing care are licensed or certified in their respective fields, and have completed additional training in hospice-specific care. By the Bay Health will not tolerate any occurrence of abuse, neglect, or exploitation of any kind by anyone, including our staff. The patient and family should be free from mistreatment, neglect or verbal, mental, sexual and physical abuse, including injuries of unknown source and misappropriation of patient property.

Additionally, every patient is guaranteed that they will not receive any experimental treatment without expressed consent and a full understanding of all information.

Right to Be Fully Informed

The patient and caregivers have the right and are encouraged to be informed and active participants in the care process. The By the Bay Health staff is available to answer questions and interpret complicated medical procedures.

Involvement in the development of the Plan of Care, which is tailored to each patient's needs and circumstances, is a very important way to participate. The patient and caregivers are encouraged to be informed decision makers in the development, change and updating of the Plan of Care. The goals and objectives of the Plan of Care reflect the physical, psychological, spiritual, and social needs of the patient, caregivers and family.

All By the Bay Health patients are assured of receiving the best possible care, including pain and symptom management. Every patient may also be assured of the right to refuse care or medicine. Our staff will provide information to the patient and/or caregivers of the potential result and risks of a decision to stop care or medicine.

By the Bay Health prides itself on more than 40 years of quality hospice care, but if the patient's needs are not being met, or in order to best serve the patient's needs, it may become necessary to consider alternative levels of care or referral to another agency.

By the Bay Health staff will provide necessary and helpful information to assist in the decision-making process and will facilitate transfer to another agency.

Rights to Services

By the Bay Health provides all necessary and physician-ordered equipment and services. This includes: nursing, physician, hospice aides, spiritual, counseling and social services. If necessary, dietary, physical and speech therapy services are also available. Any additional services or equipment required for the patient's comfort and safety, which are ordered by a physician, are provided. Volunteer services may be arranged upon request.

All services are provided in a consistent and timely manner. Appointments are arranged consistent with the Plan of Care. The patient and caregivers are informed of the name and discipline of the staff member providing care and the proposed frequency of visits.

As hospice care benefits are most often paid for by private insurance or Medicare, there are certain requirements and restrictions which By the Bay Health must observe. If there is a change in the care that will be covered by insurance and/or Medicare, the patient and caregivers will be notified in advance and will be provided with an explanation of why the coverage was changed and when it will take effect.

Staff will also work with the patient and caregivers to explore treatment and/or transfer options if necessary. In the event that a patient and/or caregiver chooses to discontinue service with By the Bay Health (e.g. remission, revocation of hospice benefit, dissatisfaction with care), staff will provide education and instructions necessary for care after discharge.

Rights to Have Your Concerns Addressed

By the Bay Health is always interested in patient family feedback, suggestions or concerns regarding our services. All complaints are taken seriously, responded to and resolved in a timely manner. Be assured that if you voice a complaint, you will not be subject to coercion, discrimination, reprisal or unreasonable interruption of care for exercising your rights.

We encourage you to voice any concern or complaint to a member of your care team for prompt follow-up.

You may also contact the Department of Public Health or our accrediting organization at any time, 24 hours a day, seven days a week, to report a complaint or request information.

Patient and Family Responsibilities

By the Bay Health is pleased to be your partner in the care process. This process is best facilitated by the presence of a Primary Caregiver.

The Primary Caregiver is essential in providing quality continuous care. That person assumes the responsibility of facilitating the Plan of Care between By the Bay Health staff visits. The Primary Caregiver will normally be present during visits and should notify us if a visit needs to be rescheduled.

A Primary Caregiver is often a family member or friend who oversees arrangements for the patient's needs and assures a safe home environment in which care can be given. By the Bay Health will work with the patient to identify someone to manage in-home caregiving needs if necessary.

For More Information or to File a Complaint:

By the Bay Health

Director of Quality

17 E. Sir Francis Drake Blvd.

Larkspur, CA 94939

Mon.–Fri., 8:30 a.m.–5 p.m.

Phone: (415) 927.2273 / Fax: (415) 925.1680

To File a Patient Safety Event or Concern:

Office of Quality and Patient Safety

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, Illinois 60181

In Marin, Sonoma, Napa, Solano, Alameda and Contra Costa Counties:

California Department of Public Health, Licensing and Certification

Redwood Coast/Santa Rosa District Office

2170 Northpoint Pkwy.

Santa Rosa, CA 95407

Phone: (707) 576.6775

Toll Free: (866) 784.0703

Fax: (707) 576.2037

Complaints concerning the advance directive requirements may be filed with the State survey and certification agency.

In San Francisco, Santa Clara and San Mateo Counties

California Department of Public Health, Licensing and Certification

San Francisco District Office

150 North Hill Dr., Suite 22

Brisbane, CA 94005

Phone: (415) 330.6353

Toll Free: (800) 554.0353

Fax: (415) 330.6350