

RESIDENT HANDBOOK

October 2010

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WELCOME!

On behalf of the entire **ROSEWOOD** family, we would like to welcome you! It is our sincere hope that the services and programs offered by **ROSEWOOD** will meet your needs and exceed your expectations. You will find that the staff of **ROSEWOOD** will work very hard to provide an environment that is warm and caring for you. We look forward to serving you!

ABOUT ROSEWOOD

ROSEWOOD on Broadway is a long term care facility that has served the needs of the Fargo-Moorhead area since 1938. We are licensed by the North Dakota State Department of Health and certified by Medicare and Medicaid to provide long term care.

ROSEWOOD is sponsored by Sisters of Mary of the Presentation. We are people of Catholic health care, a ministry of the church continuing Jesus' mission of love and healing today. Our ministry is an enduring sign of health care rooted in our belief that every person is a treasure, every life a sacred gift, every human being a unity of body, mind and spirit.

ROSEWOOD and SMP Health System do not exclude, deny benefits to or otherwise discriminate against any person on the basis of race, color, religion, sex, national origin, disability, age or veteran status in admission, treatment or participation in its programs, services and activities or in employment.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation act of 1973, the Age Discrimination Act of 1975 and Regulations of the U.S. Department of Health and Human Services. For further information regarding this policy or to file a complaint alleging violations of this policy, please contact Aaron Alton, President SMP Health System, 701-235-5750.

A CARE PHILOSOPHY of *RESPECT*

We believe that residents who live at **ROSEWOOD** deserve a dignified way of life where their physical, emotional and spiritual needs are all important. We call our philosophy of care “**RESPECT**”.

Relationships are purposely developed and nurtured among residents, families, staff and community. The same staff work with the same groups of residents as much as possible. Residents and families can feel comfortable knowing their loved one’s primary caregivers.

Environment is homelike and hospitable. Rosewood is HOME to many residents. In the spirit of hospitality, we provide an environment as homelike as possible to enhance socialization, independence and dignity. Environmental adaptations, programming and educational efforts contribute to a homelike atmosphere.

Stewardship. Human, fiscal and material stewardship is the foundation of our mission. We value these God given gifts and seek to develop and utilize our resources for the benefit of the whole community.

People Directed. Maximizing choices enables people to have control of their lives and is essential to maintain human dignity. Residents are the key decision makers of their care with staff assisting them to carry out their wishes. We focus on rights and responsibilities rather than on rules and schedules. Flexibility is necessary so care can be truly individualized.

Ethical. We are guided by the Ethical & Religious Directives for Catholic Healthcare in all our decision-making. We act on behalf of justice for all, especially for the most vulnerable in society.

Compassionate Care. Each person’s life is of utmost value and deserves respect and care at all stages of life. We focus on health and wellness while assisting in areas where support and healing are needed. We view aging as a process not an illness. We attend to the whole person emotionally, spiritually, socially and physically. Interventions promote growth, independence and maximize each individual’s potential.

Teamwork and Dedication. All team members are individually responsible and accountable to promote an atmosphere of service and open communication between residents, family and staff. We each direct our own actions that affect others and commit ourselves to the common good by serving with joy and integrity.

ROSEWOOD'S MISSION STATEMENT

Rosewood on Broadway, in union with the Sisters of Mary of the Presentation, works for the glory of God by bringing the Word and Healing of Jesus Christ to all, with a special concern for the poor. Rosewood through a shared ministry with the laity participate, through the health care mission in the work of healing which is, ultimately, the work of God. Our individual inspiration is Jesus and His Gospel message. Permeated with the Charism of the Sisters of Mary of the Presentation, we minister to one another and to all who come to us for care: those who suffer from physical, psychological and social woundedness.

Who We Are

- Rosewood on Broadway
- In Union with the Sisters of Mary of the Presentation and Permeated with their charism
- Laity
- Catholic Health Care

What We Do

- Work for the Glory of God by bringing the Word and Healing of Jesus Christ to all
- Work of healing which is ultimately the work of God
- Minister to one another and to all who come to us for care

For Whom

- To all, with a special concern for the poor
- To one another
- To all who come to us for care: those who suffer from physical, psychological, and social woundedness.

How do we do what we do

- Inspired by Jesus and His gospel message
- Like Jesus Christ
- Minister
- Special Concern

BUSINESS INFORMATION

The **Reception Desk** on the main floor of **ROSEWOOD** is open seven days a week to serve you. They also welcome and direct visitors and staff and receive incoming business phone calls. The staff is available to provide information and services to you and your family members on a wide variety of financial matters.

They are equipped with limited postal service and can assist you with some banking functions.

The **Business Office** is responsible for the billing of services from **ROSEWOOD**. If you have any questions concerning your bill or your benefits, contact the Finance Director in the business office, who will assist you.

Other services include a safe for short term use and notary public service.

Trust Fund Accounts

If you choose, you may open a **Trust Fund Account** at the reception desk to safely keep your personal funds. You can take money from that fund or check or balance at any time the reception desk is open. You will receive a statement four times a year which shows your balance and the deposits and withdrawals you have made.

The funds you deposit in the **Trust Fund Account** are insured, for the full amount of your deposit.

Arrangements and questions are handled by the business office staff or you may contact your case manager.

Room Charges

Charges for your room are made in advance and are payable monthly. If you leave, you will receive a refund of any unused portion of any advance payment. If you are covered by Medicare A while at **ROSEWOOD**, you will not be billed in advance while receiving this coverage. If you receive Medicare A coverage during your stay at **ROSEWOOD**, it will cover your daily room charge, medications, lab and X-ray services. If you have questions about specific Medicare coverage, please contact the business office.

Electronic payments can be set up and are completed the first week of each month. If interested, contact the business office to complete an Authorization Agreement for Direct Payments.

Your daily room charge covers the cost of nursing service, room and meals, laundry, housekeeping, supportive services and general supplies. Extra charges can include the following:

- **PRESCRIPTION MEDICATIONS** (Non-over the counter)--All residents are responsible for their drug costs. Residents will be billed by the pharmacy providing their medication. All co-pays and deductibles are the responsibility of the resident. Should a resident not have access to essential medication the facility may provide the medication and bill the resident. While receiving services under Medicare A or VA contract, medications are included in the rate and not billed to the resident.

Residents must use a pharmacy that is available and will deliver 24 hours a day, 7 days a week. (Medical Pharmacy, Linson, Moorhead Drug, White Drug, Metro Drug) Rosewood requests that medications be packed in the OPUS unit dose system if available.

- **PROFESSIONAL HAIR CARE** (Non-routine)--billed by the beautician. Non-routine hair care includes permanents, coloring or any other beautician service you request and prefer to have done by the beautician. Prices are posted in the beauty shop area.
- **TELEPHONE** in your room. From Rosewood, no hook up charge, \$25/month. From Qwest, includes hook up charge and applicable monthly Qwest charges.
- **BASIC CABLE TELEVISION SERVICE**—billed by Rosewood \$10/month.
- **PHYSICIAN/LAB/X-RAY SERVICES**—billed from provider. While receiving services under Medicare A or VA contract, lab and X-ray services are included and not billed to the resident. Physician services are covered under VA contract.

- **TRANSPORTATION** for personal use.
- **THERAPY CHARGES**--20% not covered by Medicare B, Medicaid or other insurance provider
- **SUPPLIES AND EQUIPMENT** not required to be provided by the facility, as outlined by the ND Department of Human Services (**see Items to be Provided by Facility list**)

ROSEWOOD is certified by Medicare and Medicaid. If you have any questions regarding claims, qualification or other insurance policies, please contact the staff of the business office.

Case Mix Reimbursement

To determine the rate you pay each day, a review of the cares you need is done when you are admitted to **ROSEWOOD**. That information is then transmitted to the ND Department of Human Services. They make the decision which classification and rate applies to your care needs.

These reviews are done within 14 days of your admission to **ROSEWOOD** (more frequently if you are receiving Medicare A benefits) and then every three months after that. A review will also be done within 14 days after a hospital stay and then again every 3 months after that, possibly changing your classification and rate.

At any of the established classification review dates when an assessment is required, classification may change according to any change in your care needs. If therapy starts or ends between required classification dates, you may have a change in your rate.

If you have questions regarding **CASE MIX**, your rate classification or you wish to appeal a decision, contact the staff in the business office.

Room Hold

After admission to **ROSEWOOD**, you may request that your room be reserved during a hospitalization or any other overnight stay away from the facility. However, payment must be made for the room at Rosewood's PA1 rate (Reduced Physical Function) plus any applicable private room charge.

If you receive Medical Assistance, up to 15 days of room hold per hospitalization will be paid for, as well as up to 24 days a year for therapeutic leaves of absence. You may hold your room longer than that, but you will be responsible for payment.

Medicare does not pay for any room hold days if you are gone overnight from **ROSEWOOD**, for any reason. Any days you would want to hold your room would be billed to you at Rosewood's PA1 rate. If you are receiving Medicare A coverage and Medicaid at the same time, Medicaid will not pay for any bed hold days.

Upon hospitalization, **ROSEWOOD** staff will clarify with you your desires regarding holding your room. You will also receive a letter, Notification of Transfer, explaining the bed hold policy and the reason for the transfer. If you have any questions regarding that letter, contact your case manager.

Throughout your stay in the hospital, **ROSEWOOD** staff will maintain contact with you, your family and the hospital staff to assist you with your plans.

Outings and overnight stays are encouraged. Staff are ready to do whatever they can to make these visits safe and easy for you by arranging transportation, assisting with equipment, etc. We ask that before leaving the building for any reason, you inform the nurse on duty that you are leaving and approximately when you will return. Let us know how we can help you plan.

If you will be away from **ROSEWOOD** overnight for other than hospitalization, let the nurse know so the proper doctor's orders can be obtained and medication can be sent along with you.

RESIDENT RIGHTS

The rights of every resident are very important to **ROSEWOOD** staff and will be carefully observed.

When you enter a long term care facility, you do not give up the legal rights you had while living in the community. State and federal law guarantee you additional rights and responsibilities to assure the care you receive promotes your quality of life with emphasis placed on dignity, choice and self determination.

Written copies of **Resident Rights** are given to you and your designated representative when you are admitted. Your case manager will review these rights with you in the first month that you are at **ROSEWOOD**. They will also be reviewed with you at least annually or as any changes take place.

If at any time you or your family have any questions regarding your rights and responsibilities, please talk with your case manager. At any time you feel any of your rights have been violated you are encouraged to report that to the administration of **ROSEWOOD**. All violations will be investigated.

All residents have the right to be free from abuse. It is the policy of **ROSEWOOD** to not employ people who are known to mistreat residents and to investigate and report all allegations of mistreatment, abuse and/or neglect.

Residents, family, staff and volunteers are urged to report any instances of suspected mistreatment, abuse or neglect, without fear of retribution, to a case manager or Nursing Services Manager.

COHABITATION

As a member of Catholic healthcare, **ROSEWOOD** has a policy that couples of the opposite sex desiring to share a room must be married or blood related.

COMPLAINTS

Your satisfaction is very important to us! If you have a complaint, feel free to talk with a **ROSEWOOD** staff member with whom you feel comfortable. Our goal is to provide resolutions to your problems quickly and to your satisfaction.

Complaints may be brought without fear of retaliation and are looked at as an opportunity to improve. We would suggest the following as a guide to resolving your concerns:

1. **Informal discussion** between those people directly involved.
2. Bring the concern to the attention of **your case manager or your Nursing Services Manager** who can help review the problem and act as your advocate.
3. If action has not been taken which you feel is satisfactory, contact the **Case Management Coordinator or the Director of Nursing** for further assistance.
4. **Contact the Administrator**, in writing, if you feel further action is needed. You will receive a response within 7 days.

5. If you still have not resolved your concern, a community advocate or the local ombudsman representative may be contacted. The number for the **North Dakota Long Term Care State Ombudsman Program is 1-800-451-8693.**

LEGAL MATTERS

While residing at **ROSEWOOD**, it is expected that you and your visitors will follow the laws of the community. If there is suspicion that illegal activity has or is taking place, an investigation will be done to determine if law enforcement should be notified. This may result in the violator being asked to leave **ROSEWOOD**.

RESIDENT and FAMILY COUNCIL

You and your family are encouraged to become involved and attend meetings of the **ROSEWOOD** Resident and Family Council. The purpose of the council is as follows:

- To provide an opportunity for regular discussion of matters of interest and concern to fellow residents and family;
- To promote friendship and foster understanding among residents, family and staff;
- To work for the common good of residents, family, **ROSEWOOD** and the community.

The Council meets regularly and has worked on a number of interesting projects in support of **ROSEWOOD** residents and the community.

We urge you to become involved in shaping the quality of your life here at **ROSEWOOD** by being active in the Council.

CLOTHING AND PERSONAL POSSESSIONS

Furnishings

Each room is furnished with a bed, dresser, night stand and chair. Overcrowding of the room can create hazards, but you are encouraged to bring as many of your own possessions as you wish and your space permits.

You may wish to replace existing furnishings with favorite chairs, lamps and so forth. You should feel free to furnish your room with clocks, calendars and personal photos, television and radio. It is important that all of your personal items be marked in such a way that they would be able to be identified as yours should they become misplaced.

If you need help with any accommodations, please talk with your case manager or housekeeper.

All electrical appliances and products should be inspected for frayed or cracked wiring, bad plugs, loose connections and so forth before use. Maintenance staff can assist with this. Household extension cords are not permitted. If you need an extension cord, we can provide you with an approved power strip.

Please do not use nails in the doors or any of the wood. If you wish to hang something there are removable strips that can be used.

Clothing

You must furnish your own clothing. Bring those items that you normally would wear on a daily basis. Due to physical limitations and disabilities you may need clothing that is adapted to those limitations. Contact your case manager if you are interested in more information on adapted clothing.

All clothing will be marked with iron on labels provided by **ROSEWOOD**. Please be sure that clothing brought in at any time gets marked. Items such as radios, razors, afghans and so forth should also be marked. If you need help please ask any staff member.

If you prefer to do your own laundry, or have a family member do it, washers and dryers are available to you on each floor, at no charge.

Clothing which must be dry cleaned can be sent to the business office and will be picked up by the cleaners. The cost for this will be billed to you from the dry cleaner. Please label your clothes that are "**dry clean only**".

Loss, damage, breakage

ROSEWOOD staff make every effort to prevent loss, breakage or damage of your personal possessions. If we damage something when providing care or cleaning, we will adjust the loss. However, we do not replace items that are damaged through unknown circumstances or items that are lost or misplaced for which we have no responsibility. Please attempt to protect eyeglasses, dentures, hearing aide and other personal items by having them marked and using a locked drawer or box.

You are discouraged from keeping large amounts of cash or other possessions of great value to you in your room unprotected. If you have items you would like to safeguard, please use a locked drawer or box.

In order to help protect your personal belongings such as televisions, jewelry, etc. please complete a **Personal Belonging Inventory Record**. This inventory will be kept on your clinical record to better identify your valuable belongings that you have with you.

If you have lost or damaged items, please report it to a staff member you trust. A report will be filled out describing what is missing and when it was last seen. All reports will be investigated and attempts made to find your missing item.

ENVIRONMENTAL SERVICES

Caring for the building and grounds to provide you with clean, safe and comfortable surroundings is the main concern of **Environmental Services**.

Housekeepers, laundry and maintenance personnel are available to assist you.

The safety of residents, visitors and staff of **ROSEWOOD** is very important. The building is equipped with smoke and heat detectors, sprinklers and a security system.

When the fire alarm is pulled, you will be able to hear it as well as see lights flashing in the corridors. On a regular basis there will be fire drills to practice procedures to be used in case of an emergency. Staff will provide you with instructions at the time.

The temperature of the building is maintained between 71 and 81 degrees year round. Your own personal preference may vary from that and staff will assist you to be comfortable.

A system of door alarms is in place at **ROSEWOOD** to prevent unexpected entry or exit of the building. To enter or exit the building, use the main entrance on Broadway.

TELEVISION

Provisions have been made in each room for cable hook up for your television if you choose. The charge is \$10 a month and there is no hook up charge. Your case manager will ask you if you want cable or not.

Televisions need to be off by 11 p.m. unless you and your roommate agree otherwise. If you have a private room, you may have the television on longer if the sound does not interfere with another person's rest.

HAIR CARE

Routine hair care will be provided to you at **ROSEWOOD**. Routine hair care means any shampooing, cutting, trimming, shaving, brushing, combing, drying, curling, setting or grooming provided by facility staff. If you wish to have facility staff curl your hair, they will use a curling iron unless you have your own curlers that you prefer to have them use.

Professional beautician and barber services are also available to you at **ROSEWOOD**. If you wish to have this service rather than hair care provided by **ROSEWOOD** staff, an appointment can be made through your case manager or at the reception desk.

Charges from the beautician will be billed to you. These charges may be paid from your trust fund or you may pay the beautician directly. Charges are posted in the beauty shop area.

Volunteers are also available weekly to assist with your hair care needs at no charge. The volunteers will do sets and comb outs.

PERSONAL MAIL

Your mail is delivered to your room on regular mail delivery days. If you have outgoing mail it can be taken to the reception desk for stamping and mailing. Postage is available for you to purchase at the reception desk.

If you are in need of stationery, envelopes or assistance with reading or writing mail, contact your case manager who will assist you.

If you would like your business mail forwarded to someone else please notify the business office. Also notify your post office of your new address. Change of address cards are available from your case manager.

NEWSPAPER

If you wish to receive your own newspaper, you should make arrangements with the newspaper office directly to receive it. If you need assistance with this, contact your case manager. Payment should be arranged directly with the newspaper office.

There is a **Forum** delivered daily to each floor that is available for everyone to read, courtesy of the **ROSEWOOD** Auxiliary.

TELEPHONES

Arrangements may be made to have a telephone installed in your room. You may hook up to Rosewood's phone system for \$25 a month and no installation fee. No additional charge for long distance calls. If you wish to transfer to a different room within the facility, there would be no additional charges.

You may also place your order directly with the phone company if you prefer. You will be billed for the monthly charges and installation directly from them. If you wish to transfer to a different room within the facility, you will then be responsible for the cost of transferring your telephone.

There are courtesy phones on the main floor your use as well as phones available on each floor.

SMOKING

No smoking is allowed inside Rosewood or on Rosewood grounds by staff, residents or guests.

VISITORS

You may have visitors at any hour that is acceptable to you. The main door is locked after the reception desk closes, however, admittance may be gained by using the foyer telephone and identifying yourself to the staff.

If you would like a more private spot to visit or host a gathering or party, please contact your case manager or staff at the reception desk who will assist you with arrangements.

You are welcomed and encouraged to invite guests to join you for meals. There is a nominal charge for these meals. You or your guests are asked to contact the business office before the meal to make arrangements so the dietary staff may prepare for your guest.

PROGRAM ACCESSIBILITY

Rosewood and all of its programs and activities are accessible to and useable by disabled persons, including persons with impaired hearing and vision. This includes physical accessibility of the building as well as assistive and communication aids. If you require any assistance or aids, please contact your nurse or case manager.

PRIMARY CARE

Developing and nurturing relationships among residents, families, and staff is part of **ROSEWOOD'S** Philosophy of Care.

All the staff of **ROSEWOOD** are dedicated to serving you. Those staff members that you will be most directly involved with are your resident assistant, nursing services manager, staff nurse, case manager and housekeeper. Through primary care, we provide individualized personal care to you with a team approach. Primary care gives work with the same residents daily to develop comfortable routines and relationships.

Members of your care giving team will be meeting with you to gather background information you want to share that will help us in caring for you. They will seek your guidance on the cares you want and need and assist you in setting up your individual plan of care.

At all times, you can expect to be treated with consideration, respect and full recognition of your dignity and individuality. All cares and treatments will be done in privacy.

Resident Assistants

Your resident assistant is the staff member who helps you with daily care, dressing, grooming and so forth. The resident assistants (R.A.s) are all assigned a primary list of individuals that they take care of every day that they work. You should have the same R.A.s caring for you most of the time.

Your R.A.s will want to know your habits and routines regarding your personal cares. They will discuss with you bathing options, times and other preferences related to your personal care and grooming.

There are R.A.s available to you around the clock and all preferences with your personal care should be discussed with them.

Nursing Services

Your nurse is the staff member who assists you with your medical care while here at **ROSEWOOD**. Your nurse helps to develop and follow up on your medical plan of care with input from you and your doctor.

Your nurse provides periodic assessment and evaluation of your drug therapy, physical and functional needs. Most of the time you will have the same nurse responsible for your care.

The nursing staff consists of a Nursing Services Manager, registered nurses (RNs) and licensed practical nurses (LPNs) and are supervised by the Director of Nursing. Nurses are staffed seven days a week and 24 hours a day. The Nursing Services Manager will work together with the Staff Nurses to coordinate your medical care.

Case Managers

Your case manager is a member of the Case Management Department. They will work closely with you, your family and other facility staff to coordinate non-medical areas of your care.

Your case manager will provide you and your family, with an orientation to **ROSEWOOD** that will help you get to know the staff and routines of **ROSEWOOD**. They will be available to answer questions, assist with any concerns you have throughout your stay at **ROSEWOOD** as well as assist you with your social, emotional, recreational and spiritual preferences.

Housekeeping

The housekeepers at **ROSEWOOD** provide cleaning of all resident rooms and all other areas of the facility. Your input is very important to the process of their daily tasks. If you have special housekeeping requests or a particular time you want your room cleaned, please let your housekeeper know.

Your housekeeper not only will "keep house" for you but also is a source of friendship and support.

SPIRITUAL SERVICES

ROSEWOOD'S entire staff is here to assist you with the ministry of healing and compassion.

In addition, **ROSEWOOD** employs three part-time pastoral care staff who lead worship and provide individual support and counsel along with local clergy and community congregations. You and your family have available to you:

- Interdenominational worship services
- Sunday and weekday Masses
- Communion to those who are room bound
- Sacrament of Anointing of the Sick
- End of Life Supportive Care
- Confession (Sacrament of Reconciliation)
- Weekly Rosary
- Bible studies
- Church on TV

ROSEWOOD'S Chapel is on the first floor beyond the Dining Room.

You are encouraged and will be assisted to continue participating in the church of your choice. Clergy from the community make regular visits to their members at **ROSEWOOD** and can be contacted if you wish. Arrangements can be made to attend church services in community churches. Talk with your case manager if you need help with arrangements.

ROSEWOOD is a faith based healthcare facility, respecting all religious cultures and traditions. Staff are offered the opportunity to pray with each other, you and your family. Every person's individual spiritual needs and concerns are very different and we wish to respect that while trying to assist you.

If you or your family are wanting to visit with pastoral care staff or clergy, please let any staff member know and they will assist you by contacting Pastoral Care.

DIETARY SERVICES

The goal of the dietary department is to provide quality meals and a pleasant dining experience for you. We have open meal times to provide more flexibility for residents.

Meal times are as follows:

Continental Breakfast	7:00 am – 9:00 am. Served on 2 nd , 3 rd & 4 th floor.
Brunch	10:00 am – 11:00 am. Served in main dining room and on 2 nd , 3 rd and 4 th floor.
Siesta Snack	1:30 pm – 2:30 pm. Served in main dining room and on 2 nd , 3 rd and 4 th floor.
Dinner	4:00 pm – 5:00 pm. Served in main dining room and on 2 nd , 3 rd and 4 th floor.
Evening Snack	6:30 pm – 7:30 pm. Served on 2 nd , 3 rd and 4 th floor.

ROSEWOOD'S dietary staff offer a Room Service Menu during designated times. This is available from 11:00 am to 1:00 pm and from 5:00 pm to 7:00 pm. Room service is available in place of brunch and dinner for residents only. This will be delivered to a resident's room. Resident's must be able to eat independently after set-up or have a family member present to assist.

The menus are designed with you in mind. To provide choices, select menus are available at brunch and dinner meals. Resident and family input for meal and snack suggestions is requested at Resident/Family Council each month.

Therapeutic diets as ordered by a physician to meet the specific needs of each individual are provided. These special diets are as liberalized as possible to allow individual choices and satisfaction. The consulting dietitian and/or dietary coordinator are available to individualize menus to meet your needs and preferences.

Nourishment centers are located on each floor and are stocked with snack items such as juice, milk, ice cream, sherbet, fruit, cheese, crackers, and bread. There is also a toaster, microwave and refrigerator/freezer for you to use. Snacks are available to you at anytime and can be worked into prescribed diets. If you need assistance with your diet or have any food concerns contact any **ROSEWOOD** staff member who can direct you to the appropriate person.

MEDICAL SERVICES

While you are a resident at **ROSEWOOD**, you must remain under the medical care of a physician. This requires that you be seen every month for the first three months after your admission and then every 60 days after that. All of your medications, your diet, treatments and level of activity are provided to you according to your doctor's orders and with your input and involvement.

Not all of the physicians from the area clinics visit each long term care facility. Your nurse can explain to you which physicians make visits at **ROSEWOOD**. You can choose to see the physician who comes from your clinic or you may go to the clinic to see whichever physician you prefer.

Whenever you become ill or need to consult with your physician, your nurse can assist with that contact. Your physician will bill you for services directly.

Management of your pain is important to the staff at **ROSEWOOD**. While you are at **ROSEWOOD** you have the right to be assessed and treated promptly to assure the highest level of pain relief possible. If you feel that your pain is not managed, talk with your nurse for further evaluation. If problems continue with pain management you should talk with your Nursing Service Manager and the Director of Nursing. If the problem with your pain management is that your doctor is not addressing it as you wish, the nurses will assist you with contacting **ROSEWOOD'S** Medical Director for further intervention. Your comfort is important.

MEDICAL APPOINTMENTS

When you have an appointment with your doctor in the clinic, it is best for you if you have a member of your family or a friend accompany you. They are able to offer you support and assist you with decision making, if needed.

If family cannot go and you need someone to go to the clinic with you, your case manager will arrange a volunteer escort and transportation.

ROSEWOOD volunteers are asked not to use their private vehicles to take residents to doctor appointments. They also are not allowed to lift, provide any personal cares, assist with your healthcare decision making or accompany you into the physician's office. They will however, ride with you, escort you to the appropriate place and make sure you return safely.

When you go to your appointment, you will be requested to take a form with you which provides the doctor information on your current medications, treatments, etc. We request that the doctor return this form with you so new orders can be followed up at **ROSEWOOD**. This is an important way of communicating with your doctor and we ask that when you return that you share the information with your nurse.

DENTAL SERVICES

You are encouraged to maintain regular visits to your dentist. Your nurse or case manager can assist you with making these appointments if you wish. Rosewood provides annual dental & oral assessments at no additional charge. These assessments are done at Rosewood. Any recommendations or referrals for further service will be discussed with you.

ROSEWOOD has a dentist who is available for emergency services.

PHARMACY SERVICES

Medications are given only by your doctor's prescription. Over the counter items are included in your room rate. You are responsible for the cost of your prescription medications and all co-pays and deductibles. If your Medicare D drug plan does not cover your medications, you will be responsible for the cost of those medications. If you have both Medicare and Medicaid, you may need to use your personal needs funds if your plan does not cover your medications. If you do not have access to essential medication Rosewood may provide the medication and bill you. While receiving services under Medicare A or a VA contract, medications are included in the rate and not billed to you. You must use a pharmacy that is available and will deliver 24 hours a day, 7 days a week. (Medical Pharmacy, White Drug, Moorhead Drug, Metro Drug) Rosewood requests that medications be packed in the OPUS unit dose system if available. Medications from Canadian pharmacies are not accepted at Rosewood.

All medications are stored in a locked room near the staff workstation. Your nurse will assist you with your medication needs. If you are able and prefer, you may administer your own medication. Your nurse will assist you with setting up a self-administration program. A monthly review of all your medications is done by our consultant pharmacist.

REHABILITATIVE SERVICES

To help you attain and maintain your highest level of physical functioning, **ROSEWOOD** works with qualified physical, occupational and speech therapists.

You are evaluated for muscle strength, walking, positioning, arm and shoulder function, dressing and feeding skills. After this evaluation, a program is developed for you according to your need and your doctor's prescription.

Family involvement is important in developing and supporting an appropriate program. Family members are encouraged and welcome to observe treatment and ask questions if you wish.

Evaluations for speech therapy are prescribed by your doctor as indicated.

For those people who do not require a direct therapy program, you will receive opportunity for exercise on a daily basis with **ROSEWOOD** staff.

MEDICAL RECORD

In keeping with federal and state licensing regulations, a clinical record will be kept of your cares.

This record, medical and personal, is treated confidentially and you must give permission for anyone other than **ROSEWOOD** staff to see any part of your record.

If you wish to review your record or receive copies of any information it contains you should ask your nurse or case manager who will assist you.

RESTRAINTS

Every resident has the right to be free of any physical restraint or psychoactive drug, administered for the purpose of discipline or convenience and that is not required to treat your medical symptoms.

The use of restraints can increase the incidence of contractures, falls with injury, lead to infections and the development of pressure sores. In addition, some people suffer from confusion, agitation and incontinence while restrained.

The use of restraints undermines a major goal we have which is to maximize independence, functional capacity and the quality of life.

The resident, family, doctor, nurse, case manager and resident assistant must all become involved in determining the need for and alternatives to physical restraints and psychoactive drugs.

We believe that physical and chemical restraints should be utilized only after careful assessment of the resident's total condition and strengths and only after other alternatives have been exhausted.

ADVANCE DIRECTIVES

To preserve the inherent dignity of the human person, promote a person's self-determination (autonomy) regarding health care decisions when they become incapacitated and to preserve a person's right to accept medical treatment or to refuse treatment that has become too burdensome and/or is no longer a benefit Rosewood has the following policy regarding Advance Directives/Healthcare Directives.

POLICY

Every competent adult has the right and responsibility to make the decisions relating to their own health care, including the decision to have health care provided, withheld or withdrawn and/or to make an organ/tissue donation at the time of death. Rosewood will provide information to all adult residents upon admission regarding these rights.

Rosewood does not condone, authorize, approve or participate in mercy killing (euthanasia) or permit an affirmative or deliberate act or omission to end life, other than to allow the natural process of dying.

Rosewood will follow the Advance Directive policy within the laws of North Dakota (*ND Century Code 23-06.5*) and the *Ethical and Religious Directives for Catholic Health Care Services*. This means that Rosewood may refuse to comply with a resident's wishes with respect to the withholding or withdrawal of nutrition and hydration or the extent to which a resident request may involve the intentional or apparent hastening of death other than by way of the natural process of dying.

Residents may inform Rosewood of their wishes via an Advance Directive/Healthcare Directive or by indicating a Code Level, directing staff as to what actions to take should the resident experience a cardiac and/or respiratory arrest. If a Code Level and/or Advance Directive decision is not made by the resident or their agent, the resident will automatically be considered a Full Code until otherwise indicated by the appropriate individual(s).

Rosewood will not discriminate against a resident based on whether or not the individual has issued an Advance Directive.

Withholding and withdrawing treatments, nutrition and/or hydration according to the resident/agent wishes with the practitioner's consent will be honored by this facility within the guidance of the *Ethical and Religious Directives for Catholic Health Care Services* pertaining to end of life decisions.

If Rosewood has a conflict with a specific resident Advance Directive, Rosewood will inform the resident and/or their agent and take all reasonable steps to transfer the resident to another health care practitioner or facility who will comply with the individual's wishes and specified directive (NDCC § 23-06.5-09 (2)).

Rosewood will make available information concerning how residents and/or their agent may contact the State Certification and Survey Agency with appropriate contact information and phone numbers.

An Advance Directive/Healthcare Directive may be revoked or changed at any time and in any manner by the resident or their agent (if resident is unable). If the change or revocation is made verbally, every attempt will be made to obtain a signed, dated, written revocation or change on the current Advance Directive. If it is not possible to obtain written change or revocation, the patient/resident/agent verbal change or revocation will be witnessed by a health care provider and documented in the resident's medical record.

TRANSFER AND DISCHARGE

Whether to be transferred to the hospital or not is a joint decision between you, your family, **ROSEWOOD** staff and your doctor. If it is decided it is necessary for you to be hospitalized, a doctor's order is required. See also Room Hold on page 7.

There may be times when you would request a transfer to another room. You should talk with your nurse, case manager or resident assistant if you want another room. As rooms become available you will then be given the opportunity to accept or reject that room.

Your care givers will work with you on your discharge plans and assist you as needed. Before discharge, your doctor will be contacted for an order for discharge, appropriate services and medications.

If you are planning to leave talk with your nurse or case manager early on, so they can assist you in a smooth transfer.

You have the right to know if you are going to be transferred or discharged from the facility and to receive a written notice (See Resident Rights pages 15-17).

You may be discharged only for the following reasons:

--your doctor documents your medical needs cannot be met by the facility or that your health has improved so you no longer need the facility's services;

--your health or safety, or the health or safety of other residents is endangered;

--non-payment of your bill; which could involve Medicare or Medicaid denying your claim and your refusing to pay for your stay; or

--the facility closes.

VOLUNTEERS

Volunteers play an important role at **ROSEWOOD**. They are able to enhance the work that is done by the staff. Some of the duties include, medical escorts, mail delivery and hair care.

Residents are encouraged to volunteer and participate in the life of Rosewood. Talk to your case manager if you are interested.

Volunteers at **ROSEWOOD** can also become involved in the activities of the Auxiliary if they wish. The Auxiliary meets monthly and is actively responsive to the needs and interests of **ROSEWOOD**.

January 1, 2006

NOTICE OF PRIVACY RIGHTS AND PRACTICES—This notice describes how information about you may be used and disclosed and how you can get access to this information. Please read it carefully.

Please contact Teri Walter at 277-7999 if you have any questions regarding this notice.

This notice describes Rosewood’s Information Privacy Practices and that of:

- Any health care professional authorized to enter information into your medical record created and maintained at Rosewood.
- All departments and services of Rosewood
- All employees, other nursing home personnel and health care professionals providing care to you at Rosewood.
- Any member of a volunteer group or students we allow to help you while you are at Rosewood.

All of the individuals or entities identified above will follow the terms of this notice. They may share medical information with each other for the purpose of treatment, payment or health care operations as described in this notice.

Our Pledge to You

We understand that medical information about you and your health is personal and we are committed to preserving privacy and confidentiality while providing quality care. This Notice applies to all the records of your care created or maintained at Rosewood, including any information that we receive from other health care providers. Rosewood is required by law to:

- Maintain the privacy of your health information
- Provide you with a notice as to our legal duties and privacy practices with respect to information we collect and maintain about you
- Abide by the terms of the notice
- Notify you if we are unable to agree to a requested restriction
- Accommodate reasonable requests you may have to communicate health information by alternative means or at alternative locations.

Understanding Your Health Record/Information

Each time you visit a hospital, doctor or other healthcare provider, a record of your visit

is made. We need this record to provide you with quality care and to comply with certain legal requirements. Typically, this record contains your symptoms, examination and test results, diagnoses, treatment and plan for future care or treatment. This information, often referred to as your health record or medical record, serves as a:

- Basis for planning your care and treatment
- Means of communication among the many health professionals who contribute to your care
- Legal document describing the care you received
- Means by which you or a third party payer can verify that services billed were actually provided
- A tool in educating health professionals
- A source of information for public health officials charged with improving the health of the nation
- A source of data for business management, planning and development
- A tool with which we can assess and continually work to improve the care we render and the outcomes we achieve

Understanding what is in your record and how your health information is used helps you to:

- Keep it accurate
- Better understand who, what, when, where and why others may access your health information
- Make more informed decisions when authorizing disclosure of health information to others

How We May Use and Disclose Medical Information About You

We may use or disclose your health information in any of the following ways:

- For treatment, payment or health care operations;
- Pursuant to your written authorization (for purposes other than treatment, payment or health care operations);
- Pursuant to your verbal agreement (for use in our facility directory or to discuss your health condition with family or friends who are involved in your care);
- As permitted by law; or
- As required by law.

The following describes each of the different ways we use or disclose medical information. Not every use or disclosure in a category can be listed, however, examples are provided to explain some of the categories. All of the ways we are permitted to use and disclose information will fall within one of the categories.

- **For Treatment:** We may use your health information to provide you with health care treatment and services. We may disclose your health information to doctors, nurses, rehabilitation therapy specialists or other personnel who are involved in your health care. We also may disclose your health information to people outside of our facility who may be involved in your health care such as, family members, social services or home health agencies.

We will also provide your doctor or a subsequent healthcare provider with copies of various reports that should assist them in treating you when you are discharged from Rosewood. Information will also be shared when necessary to qualify you for services needed.

- **For Payment:** We may use and disclose medical information about you so that the treatment and services you receive at Rosewood may be billed to and payment may be collected from you, an insurance company or other third party such as Medicare or Medicaid.
- **For example:** We may need to give a third party payer specific healthcare documents so they will pay for services you receive. The information on or accompanying the bill may include information that identifies you, as well as your diagnosis, procedures and supplies used.
- **For Healthcare Operations:** We may use and disclose medical information about you for Rosewood's operations. These uses and disclosures are necessary to run Rosewood and provide quality services.

For example: We may use medical information to review our treatment and services and to evaluate the performance of our staff in caring for you. We may combine medical information about many residents to decide what additional services Rosewood should offer, what services are not needed and whether certain treatments are effective. The information may be used for auditing functions including fraud and abuse detection and corporate compliance. Information may be used to resolve internal grievances.

- **Business Associates:** There are some services provided in our organization through contracts with business associates. Examples: radiology, laboratory tests, dental assessments, physical/occupational/speech therapies, healthcare consultants, durable medical equipment suppliers. When these services are contracted, we may disclose your health information to our business associate so they can perform the job we have asked them to do and bill you or your third party payer for services rendered. To protect your health information, however, we require the business associate to appropriately safeguard your information.
- **Directory:** Unless you notify us that you object, we will use your name and room number and religious affiliation for directory purposes. This information may be provided to members of the clergy and except for religious affiliation, to other people who ask for you by name. Your name will also be posted in the hallway by your room door.
- **Communication with family:** Employees, using their best judgment, may disclose health information to any person you identify as involved in your medical care. We may also give information to someone who helps pay for your care. We may tell your family or friends that you are at Rosewood.
- **As Required by Law:** We will disclose medical information about you when required to do so by federal, state or local law.
- **Research:** We may disclose information to researchers when their research has been approved by Rosewood's management team that has reviewed the research proposal and established protocol to protect the privacy of your health information.
- **Funeral directors, Coroners, Medical examiners:** We may disclose health

information to funeral directors, consistent with applicable law, to carry out their duties. We may release medical information to a coroner or medical examiner; this may be necessary to determine the cause of death.

- **Treatment Alternatives:** We may contact you to provide information about treatment alternatives or other health related benefits and services that may be of interest to you.
- **Fund Raising:** We may contact you as a part of a fundraising effort for Rosewood.
- **Food and Drug Administration:** We may disclose, to the FDA, health information relative to adverse events with respect to food, supplements and product defects or post marketing surveillance information to enable product recalls, repairs or replacement.
- **Public Health:** As required by law, we may disclose your health information to public health or legal authorities charged with preventing or controlling disease, injury or disability.
- **Law Enforcement:** We may disclose health information for law enforcement purposes as required by law or in response to a valid subpoena.
- **Health Oversight Activities:** We may disclose medical information to a health oversight agency for activities authorized by law. These oversight activities may include audits, investigations, inspections and licensure. These activities are necessary for the government to monitor the healthcare system, government programs and compliance of civil rights laws.
- **Due Diligence:** In connection with the sale or transfer of assets to a potential successor in interest, if the potential successor in interest is a covered entity or, following completion of the sale or transfer, will become a covered entity.

Changes to the Privacy Notice

We reserve the right to change our privacy practices and to make the new provisions effective for all protected health information we already have about you as well as any information we receive in the future. Should our privacy practices change, we will post a copy of the updated notice at Rosewood and notify you of the changes.

Other Uses of Health Information

We will not disclose your health information without your written authorization, except as described in this notice. If you provide us with authorization to use or disclose medication information about you, you may revoke that authorization, in writing, at any time. You understand that we are unable to take back any disclosures we have already

made with your permission.

Your rights regarding your health information

You have the following rights regarding your health information which we create and/or maintain:

- Request a restriction or limitation on the medical information we use or disclose about you for treatment, payment or healthcare operations. We are not required to agree to your request. If we do agree, we will comply with your request unless the information is needed to provide your emergency treatment.
- Obtain a paper copy of this Privacy Notice upon request.
- Inspect and copy medical information that may be used to make decisions about your care. Usually this includes medical and billing records but does not include psychotherapy notes.
- Amend your health record if you feel that medical information we have about you is incorrect or incomplete.
- Obtain an accounting of disclosures of your health information. This is a list of the disclosures we made of medical information about you.
- Request communication of your health information by alternative means or at alternative locations.

For questions, more information or to exercise any of the above rights, contact Teri Walter at 277-7999.

Complaints

If you believe your privacy rights have been violated, you may file a complaint with Rosewood's Privacy Officer by dialing 277-7999 or writing to:

Bruce Davidson
Rosewood
1351 Broadway
Fargo, ND 58102

You may also contact the United States Secretary of Health and Human Services at telephone number 1-877-696-6775 (toll free) or e-mail hhs@mail@os.dhhs.gov
There will be no retaliation for filing a complaint.

NORTH DAKOTA LONG TERM CARE OMBUDSMAN:
1-800-451-8693