



Your Rights During Transitions of Care: A Guide for Health Care Consumers and Family Caregivers

Transitions of care (or care transitions) take place each time you go from one health care provider or health care setting to another. Problems often happen during these transitions because information is not communicated. You and your family have the right to care transitions that are safe and well coordinated. This guide can help you get the information and services you need and deserve each step of the way.

You have the right to be treated fairly and with respect during care transitions.

- to be treated with respect for your abilities, age, class, ethnicity, gender identity or expression, national origin, race, religion, sexual orientation, caregiving relationships, and other personal factors
- to be treated as a person or family with unique strengths, needs, and goals

You have the right to care transitions that fit your situation.

- that promote health and well-being for you or your loved one
- that relate to your culture and spirituality
- that are explained in a way you or your loved one can understand

You have the right to know why a care transition is needed.

- to have your health condition explained to you, including how the condition has changed or may change
- to know your choices for care and services and how they may affect you and your family
- to know the possible benefits and risks of the care transition

You have the right to say what you want and need during care transitions.

- to ask questions, ask for help, state your limits, and express your feelings
- to choose the care and services you want (or don't want) to have and who will provide them
- to choose who will make decisions for you if you can't do so

You have the right to take part in planning care transitions for yourself or your loved one.

- to be involved in an ongoing assessment process that includes information about your physical, emotional, social, and spiritual health and well-being
- to help create and update a plan of care that focuses on your goals, choices, and needs
- to take part in meetings with your health care team

You have the right to know your costs related to care transitions.

- to know how much your insurance or other programs will pay for the care and services you need or want
- to know what you or your loved one will have to pay out of pocket for care and services

You have the right to know the people and organizations involved in your care transitions.

- to know the training and skills of your health care providers
- to know the services each health care provider and organization offers
- to know the role each health care provider and organization plays in your health care

You have the right to know the next steps during care transitions.

- to know what you need to do for your own health or to provide care to your loved one
- to know when and with whom the next appointment will be, or where you or your loved one will be moving
- to know what to do and whom to contact if you have questions or problems about your health or about caring for your loved one

You have the right to privacy and to your health care information during care transitions.

- to read, get a copy of, and ask for additions to your chart or record
- to be told how your health care information is stored
- to decide who can receive your health information and to know when health care providers can pass on your information without asking you

You have the right to get help when care transitions don't go well.

- to know the rights you or your loved ones have related to care transitions
- to know whom you or your loved one can contact if you have concerns about a care transition
- to receive a fair, quick response to your concerns or complaints
