

- Charged a resident for any item or service **not** covered under Medicare or Medicaid, but did not inform the resident orally and in writing of the charge; **or**
- Charged a resident for specially prepared or alternative food when:
 - Ordered by a physician or non-physician practitioner, **or**
 - Prepared in consideration of the resident need, **or**
 - Prepared in consideration of the overall cultural and religious make-up of the resident population; **or**
- Charged a resident for any noncovered item or service when not requested by the resident; **or**
- Made the resident request any item or services as a condition of admission or continued stay.

F572

(Rev. 173, Issued: 11-22-17, Effective: 11-28-17, Implementation: 11-28-17)

§483.10(g) Information and Communication.

§483.10(g)(1) The resident has the right to be informed of his or her rights and of all rules and regulations governing resident conduct and responsibilities during his or her stay in the facility.

§483.10(g)(16) The facility must provide a notice of rights and services to the resident prior to or upon admission and during the resident’s stay.

- (i) The facility must inform the resident both orally and in writing in a language that the resident understands of his or her rights and all rules and regulations governing resident conduct and responsibilities during the stay in the facility.**
- (ii) The facility must also provide the resident with the State-developed notice of Medicaid rights and obligations, if any.**
- (iii) Receipt of such information, and any amendments to it, must be acknowledged in writing;**

INTENT §483.10(g)(1),(16)

This requirement is intended to assure that each resident knows his or her rights and responsibilities and that facility staff communicates this information prior to or upon admission, as appropriate during the resident’s stay, and when the facility’s rules change.

DEFINITIONS §483.10(g)(1),(16)

“All rules and regulations” relates to State and Federal requirements and facility policies.

“Both orally and in writing” means if a resident can read and understand written materials without assistance, an oral summary, along with the written document, is acceptable.

“In a language that the resident understands” means verbally, in writing, and in a language that is clear and understandable to the resident and/or his or her representative.

GUIDANCE §483.10(g)(1),(16)