Family Handbook



A Parent's Perspective

As we began our journey as parents to medically complex children we did not know what our destination would be. Often it was more of how to get to the pit stop before crashing. Our path was always unclear, but somehow in the middle of the ups and downs and the never-ending loops, we were fortunate enough to be introduced to Transitions Kids. When we first heard about them, much like any parents, we were worried what this meant. Was the medical team giving up on us? Was death imminent? Did this mean we had no other choices? Our only knowledge of a palliative care/hospice team until then was the social misconception that their involvement is equal to death and dying.

While we knew our journey was not normal, our goals for our children were not so different from a non-medically complex parent. We wanted our children to live as fully as possible, with as much enjoyment and meaning as possible. What we were never told was how isolating, scary, and hopeless walking this path could be at times. What we were not told was how to manage expectations when medical specialists did not have answers for us due to the complexities of our children.

Through our journey with Transitions Kids, we did learn how to manage expectations, set and adjust goals, and tend more fully to the different aspects of our life. While the Kids Team may be experts on death and dying, they are so much more. Their focus was to provide our family with improved quality of life for the living, and they did help us make all our lives more meaningful. They did not see us parents as only caregivers, our son as just a sibling, and our daughter as their patient, but they saw us as a unit. They did not just ensure that our daughter received the best medical care possible, but they ensured that the entire family was supported mentally, emotionally, spiritually, and socially.

They ensured that we felt empowered by laying out the different options that were told to us by our daughter's various medical teams. They always had a bag of creative back-up plans that were outside of the box. They always encouraged all of us involved to think further and feel more deeply. They were the only team that focused on the quality of life for our daughter. Our sweet daughter, who was non-verbal and fully dependent on us, was feisty and a ray of sunshine. They reminded us to learn from her, to identify her needs even when she could not talk to us, and to always advocate for her and on her behalf.

As her illness got more complex and she was nearing the end of her life, they were by our side, holding our hands and ensuring we were empowered to do whatever we felt was right. We knew all along that our time was limited but the support they provided us to extend that time and make it more fruitful, meaningful, and filled with memories made it hurt a lot less. Because of this wonderful, caring team, we can say we truly did everything we could for our daughter. If not for Transitions Kids' involvement, we would not be as appreciative as we are of the months and days of our daughter's life and decline. Not only were they an amazing group of effective facilitators helping us manage complex medical needs across various institutions, they also ensured we gave her meaning in life and dignity in death, and they continue to support us to this day.

Sincerely,

Parvathy Raman
Transitions Kids Parent



The information and forms in this booklet are provided as a service to Transitions Kids families. We are grateful to patients and caregivers who contributed their stories and insights.

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About Transitions Kids

ANY QUESTIONS?
CALL **919.748.0823**



Our Mission

To compassionately care for children, families, and communities impacted by illness or loss on their sacred journey of love, triumph, and grief; through education, advocacy, and adventure.

Our Vision

To innovate and advance palliative care, hospice, and bereavement support for children and families.

Our Values



Integrative & Holistic We believe that contributions from all disciplines should be guided by the core values of the whole person, family, and community.

Creative & Innovative We actively pursue cutting-edge ideas, integrate technology, and use evidence-based practices to evolve our program.

Accountability & Advancement We are dedicated to capturing the nuances of our services and identifying growth areas through data gathering, analysis, research, and quality improvement.

Engagement & Collaboration We thoughtfully develop relationships that highlight the unique gifts and offerings of individual and organizational partners.

Wonder & Whimsy We are imaginative in co-creating meaningful moments that foster lasting connections.

Connecting With the Team

Transitions Kids Support Line

The Transitions Kids Support Line is available 24/7 at 919.748.0823, select option 1.

The Transitions Kids (TK) Support Line offers 24/7 phone and telehealth support to provide assistance and answer questions. A registered nurse will answer your call, triage your needs, and offer care recommendations.

Call 24/7
919.748.0823
Select option 1

In the unlikely event of technical issues with the Support Line, please call Transitions LifeCare's main number at (919.828.0890) and request the Kids Team. Your information will be forwarded to our on-call team.

Telehealth and Texting

Transitions Kids utilizes OhMD and Microsoft Teams for HIPAA-compliant, secure, and encrypted communication. These applications ensure that your interactions with the team remain secure and confidential. If you choose to contact the team through unsecured methods, you assume the associated risks.



Frequently Asked Questions

Who does Transitions Kids serve?

We offer a variety of direct care and support services for patients perinatal to 21 years of age in Chatham, Durham, Franklin, Granville, Harnett, Johnston, Nash, Orange, Wake and Wilson counties. While we are unable to do home visits outside of this service area, we may be able to provide palliative care support via telehealth.

How long has Transitions Kids been providing care in our community?

While Transitions Kids began in 2015, our organization, Transitions LifeCare, was originally founded as Hospice of Wake County in 1979.

How often does the Transitions Kids team visit?

The frequency of visits typically depends on the level of care the patient requires. Palliative care patients receive visits from an interdisciplinary team a minimum of every six months, with more frequent visits for symptom management and care coordination as needed.

Hospice patients receive weekly nursing visits, with family support and physician visits ranging from weekly to monthly.

Your care team will collaborate with you to determine the visit frequency that best meets your needs.

Can we still access a full range of care while receiving support from TK?

Yes! Our services are designed to complement your existing care. We collaborate with hospitals and specialty clinics to ensure seamless care, better communication, and improved symptom management.

Who pays for the services you provide?

Services provided through hospice are covered by insurance. Palliative care physician visits can also be billed through insurance, like other specialists. Generous donations allow us to continue providing care to patients and families, regardless of their ability to pay.

Will admission to Transitions Kids services impact our private duty nursing care?

No! In most cases, both services can be provided at the same time. Many of our patients have private duty nurses, and we work collaboratively with their companies to provide care.

Where does Transitions Kids provide care?

Most patients receive support in their home. When a patient is hospitalized, the Kids Team continues to provide support for the patient and family but is not involved in direct medical care. For families where home or hospital is not the best option, patients receiving hospice care may transfer to our inpatient hospice facility for respite care or symptom management.

When do Transitions Kids services end?

Patients are discharged when their family decides services are no longer needed or if they move out of North Carolina. Bereavement services are provided as long as needed after a child's death.



Care Coordination

ANY QUESTIONS?
CALL **919.748.0823**

Interdisciplinary Support

Transitions Kids is a team of Pediatric Palliative Care Specialists (PPCS) trained as social workers, spiritual care counselors, nurses, and physicians. Each PPCS brings expertise in their specialty area, along with extensive experience and training in pediatric palliative care.

Levels of Care

Palliative Care

Palliative care is a family-centered model that focuses on expert evaluation and management of pain and other symptoms, while also providing support for caregivers and siblings, guidance through anticipatory grief, and coordinated care planning. Early integration of palliative care enhances physical, psychosocial, and spiritual support for children with serious illness and their communities. As a consultative service, we collaborate with your primary medical team to promote quality of life.

Hospice Care

Hospice care is an insurance benefit for patients with a prognosis of six months or less. The Medicaid Concurrent Care for Children Requirement, a provision of the Affordable Care Act, allows children under 21 to receive both curative treatments and hospice care at the same time. This holistic approach ensures that children receive comprehensive care, encompassing both their medical needs and comfort care.

Tips for Difficult Conversations

Living with a complex medical diagnosis can lead to various difficult conversations. Processing and sharing information while navigating your emotional responses can feel overwhelming. Discussions about diagnoses, illness progression, and end-of-life can be the hardest, but even the more subtle aspects of your journey can be complicated to explore. Here are a few guiding principles for navigating these important conversations.

Explore readiness. Ask permission to talk and use open-ended questions to understand the other person's perspective.

Start with facts. Ground the conversation with concrete information, then let emotional discussions develop naturally.

Trust your child/family member. Avoid pushing the conversation. They will ask questions when ready and change the topic when not.

Allow emotions. Create space for everyone to express their feelings, building trust.

Follow curiosity. If something they say sparks your interest, explore it.

Respect limits. If anyone needs to stop, honor that and resume the discussion later.

Reassure each other. Express your love and willingness to talk, even if it's difficult.

Ask for help. Reach out to family, friends, or our team for support.

Relax. Center yourself before starting a tough conversation.

Tell the truth. Honest conversations reduce tension and foster connection.

For more tips, contact your Transitions Kids team or visit our website **transitionslifecare.org/pediatric**

Communicating Your Wishes

Talking about your family's goals amid seemingly infinite options for care can be challenging. It often seems easier to wait until a choice must be made. However, discussing your options ahead of time can provide clarity. Various tools are available to help you organize your thoughts and wishes. You can complete these forms with your TK team or other care providers. Remember, you can always change your mind!

DNR Form

A Do Not Resuscitate (DNR) form means that if breathing stops and there is no heartbeat, CPR will not be performed. A legal guardian can reverse the DNR by requesting CPR. Without a DNR form, medical providers must perform CPR. This legal form is signed by a physician.

MOST Form

The Medical Orders for Scope of Treatment (MOST) form is a legal document that outlines the treatments and interventions one wishes to receive or avoid, ensuring their preferences are respected. This form is signed by both the physician and the patient (or their legal guardian), but the decisions documented can be changed at any time if wishes or medical circumstances change.

General Safety Information

ANY QUESTIONS?
CALL **919.748.0823**



Emergency Situations

Patient services may be interrupted by man-made or natural disasters, such as:

- Tornadoes.
- Severe thunderstorms.
- Floods.
- Ice storms/snow storms.
- Electrical/telephone outages.
- Hazardous chemical leaks/spills.

We will continue to provide service as long as you are in our service area. If you move out of our service area, we will help you find another agency to provide service.

Families needing home visits during service interruptions will be prioritized, and every effort will be made to perform visits during emergencies. We will contact families by phone to assess needed services. The on-call administrator will assign staff for necessary visits. Non-emergent visits will be conducted via telehealth.

If you need to relocate, please:

1. Notify Transitions Kids.
2. Provide your new location.
3. Provide a contact name.
4. Provide a temporary phone number (if you don't have phone service, use a family member's or friend's cell phone number).

Supplies

All oxygen concentrators are delivered with a backup tank. Pumps and suction machines should have battery backup power when possible.

For patients receiving medications from Enclara Pharmacia, your nurse will try to anticipate refill needs and maintain an adequate supply at home. During emergencies, new prescriptions or refills may need to be obtained, and we will make every effort to deliver medications or arrange for local pharmacy pickup.

Ensure you have enough food and water for emergencies, with a 2-3 day supply of non-perishable food and at least two liters of water per person per day.

Keep important documents (e.g., insurance policies, health insurance cards, bank cards/checks, advance directives, living wills, DNR orders) in a safe, waterproof location.

Have a plan for pet care in case of an emergency or disaster.

Preventing Home Fires

Inspect for hazards.

a. Appliance and electrical equipment. Check for frayed wires, overheating, sparks, unusual noises, or vibrations. Be cautious when cooking to avoid loose-fitting sleeves or flammable materials near the stove.
b. Electrical cords and outlets. Replace damaged cords. Avoid placing cords under rugs or through doorways. Use grounded outlets.
c. Flammable substances. Follow safety precautions for oxygen. Blow out candles before leaving or sleeping.
d. Space heaters. Keep at least three feet away from anything that can burn. Never leave unattended or use with extension cords.
e. Smoking. Do not smoke in bed. Avoid e-cigarettes near oxygen.
f. Clutter. Minimize clutter to prevent accidents.
g. Report any unsafe conditions. Inform caregivers or support systems.

Smoke detectors. Use them and check batteries every six months.

Fire extinguishers. Know their locations and check expiration dates.

Circuit breakers. Label equipment controlled by each switch.

Evacuation plan. Prepare an exit plan for emergencies.

Notifications. Inform fire department and utility companies if a patient becomes bedbound or utilizes medical equipment.

General Safety Tips

It's important to regularly evaluate your home for safety. Upon admission, your care team will conduct a safety assessment with you and your family. Here are some tips:

1. Keep emergency phone numbers visible and accessible.
2. Store Transitions Kids' phone number (**919.748.0823**) in your mobile device.
3. Clearly label and safely store all medications. Be aware of side effects like dizziness or confusion. Keep medications out of children's reach.

4. Keep frequently used items within easy reach.
5. Turn pan handles away from the stove's edge.
6. Test bath water before placing your child in it. Never leave your child unattended.
7. If using oxygen, coil and secure extra tubing. Avoid placing it under rugs or near open flames. Use colored tape to make tubing visible. Never use petroleum-based products like Vaseline around the nose. Avoid aerosol sprays near oxygen. Do not transport oxygen tanks in the trunk of a car.
8. Report any accidents, no matter how small, to TK at **919.748.0823**.
9. Safety is everyone's responsibility. Report unsafe conditions to your care team and get help to remove or fix hazards.

Falls Prevention

Preventing falls is crucial to avoid injuries that could worsen medical conditions. Consider these measures.

1. Use a shower/tub chair or grab bars if needed.
2. Ensure bath rugs are non-skid.
3. Place plastic non-skid mats in the shower/tub.
4. Use a raised toilet seat or bedside commode when appropriate.
5. Remove all throw rugs from floors.
6. Ensure steps have non-skid strips and are free of loose rugs.
7. Avoid clutter and keep pathways clear. Keep cupboards and drawers closed.
8. Wipe up spills immediately.
9. Avoid furniture with wheels. Use chairs with armrests and avoid swivel chairs.
10. Wear well-fitting shoes or non-skid footwear, even indoors.
11. Provide lighting, especially in bathrooms and halls at night.

Remember to report all falls to your TK Team.

Medication Use and Disposal

It's important to take medication as prescribed. If side effects or symptoms make this difficult, inform your Transitions Kids Team. Prescription medications should only be used by the person they are prescribed for and cannot be transferred to others.

Medication Disposal

1. Remove from original containers:
   a. Eliminate protected health information (PHI) by marking over it with a permanent black marker.
2. Modify contents:
   a. Vials: Withdraw medication with a needle/syringe, mix with kitty litter, coffee grounds, charcoal, or other non-toxic powder, and discard the empty needle/syringe in a sharps container.
   b. Liquid medications: Mix with kitty litter, coffee grounds, cornmeal, charcoal, or other non-toxic powder.
   c. Solid medications: Partially dissolve pills or capsules with water or liquid soap, then mix with kitty litter, coffee grounds, charcoal, or other non-toxic powder.
   d. Suppositories: Melt or cut into small pieces and mix with kitty litter, coffee grounds, charcoal, or other non-toxic powder.
   e. Patches: Cut into halves, squeeze medication into kitty litter, coffee grounds, charcoal, or other non-toxic powder.
3. Seal, Conceal, Discard:
   a. Seal modified medications in a container (use sealing tape or duct tape if possible). Do not conceal in food to avoid wildlife consumption.
   b. Place the sealed container in the household garbage can for municipal pickup. Do not place in household recycling.
4. Additional Disposal Option:
   a. Do not flush medications down the toilet or sink. Use police department drop boxes or participate in DEA Take Back Days.

CHATHAM COUNTY			
Pittsboro Police Dept.	635 East St.	Pittsboro, NC	M–F 8:30am–5pm
Siler City Police Dept.	312 N. Chatham Ave.	Siler City, NC	24 hours/7 days/ week
DURHAM COUNTY			
Durham Co. Justice Center (Lobby)	510 S. Dillard St.	Durham, NC	8:15am–5pm
Durham Co. Sheriff's Office (Lobby; North Station)	11821 US Hwy 501 North	Rougemont, NC	8am–4:30pm
Durham PD District 2	5285 N. Roxboro Rd.	Durham, NC	M–F 8am–4:30pm
Durham PD Headquarters	602 E Main St.	Durham, NC	24/7 days/week

FRANKLIN COUNTY			
Franklin Co. Sheriff's Office	285 T. Kemp Rd.	Louisburg, NC	M–F 8am–5pm
Franklin Co. Sheriff's Office (Bunn Substation)	382 NC 98 West	Bunn, NC	M–F 9am–4pm
GRANVILLE COUNTY			
City Hall/Police Dept.	111 Masonic St.	Creedmoor, NC	M–F 8am–5pm
Oxford Police Dept.	204 E. McClanahan St.	Oxford, NC	M–F 8:30am–5pm
HARNETT COUNTY			
Harnett Co. Sheriff's Dept. (Front Lobby)	175 Bain St.	Lillington, NC	M–F 8am–5pm
Dunn Police Dept.	401 E Broad St.	Dunn, NC	M–Sat 8am–6pm
JOHNSTON COUNTY			
Clayton Police Dept.	315 E 2nd St.	Clayton, NC	M–F 8am–6pm
Selma Police Dept.	1200 S Pollock St.	Selma, NC	M–F 8am–5pm
Smithfield Police Dept.	110 S. 5th St.	Smithfield, NC	M–F 8am–5pm
ORANGE COUNTY			
Carrboro Police Dept.	100 N. Greensboro St.	Carrboro, NC	M–F 8:30am–5pm
Hillsborough Police Dept.	127 N. Churton St.	Hillsboroough, NC	M–F 8am–5pm
Chapel Hill Police Dept.	828 Martin Luther King Jr. Blvd.	Chapel Hill, NC	M–F 8:30am–5pm
WAKE COUNTY			
Garner Police Dept.	912 7th Ave.	Garner, NC	M–F 8am–5pm
Cary Police Dept.	120 Wilkinson Ave.	Cary, NC	M–F 8am–5pm
Holly Springs Police Dept. (must show your ID)	750 Holly Springs Rd.	Holly Springs, NC	M–F 8am–4pm
Wake Co. Sheriff's Dept. (Lobby)	330 S. Salisbury St.	Raleigh, NC	M–F 8am–5pm

Rights and Responsibilities

ANY QUESTIONS?
CALL **919.748.0823**



Nondiscrimination and Accessibility Requirements

Transitions LifeCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

DEI Statement

Diversity, equity, and inclusion (DEI) ensures we can fulfill our purpose by creating a better, more equitable and inclusive healthcare experience for the entire community we serve.

- Diversity reflects the ways people are unique. This includes race, ethnicity, gender, culture, age, sexual orientation, gender identity, socio-economic background, religion, neurodiversity, disability, and invisible illness.
- Equity creates fair treatment, access, opportunity, and advancement for individuals by establishing processes that counteract social inequities and prevent the formation of barriers.
- Inclusion creates a workplace where employees feel safe to engage and participate fully because they feel respected, free to express their ideas, and valued for their unique perspectives. Employees are then able to foster an inclusive environment for the entire community Transitions Kids serves.

By embedding DEI within our organization, we are working towards our vision of providing the best possible experience for patients and families in our community facing the end of life or life-changing illness. Treating patients and families with respect and getting to know them as individuals helps us provide the best care. Following through on our DEI promises exemplifies our core values of compassion, respect, teamwork, and commitment.

We recognize that:

- Creating awareness of different perspectives and cultural competence supports compassion.
- Inclusion helps everyone grow.
- Involving people from different perspectives and valuing contributions from diverse backgrounds creates more open doors, more options for patient care, and ultimately, helps build a better system to deliver care.

Transitions LifeCare:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters.
- Written information in other formats (large print, audio, accessible electronic formats, other formats).

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters.
- Information written in other languages.

If you need these services, contact Civil Rights Coordinator, VP of Organizational Excellence.

Contact Person

If you believe that Transitions LifeCare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Civil Rights Coordinator
VP of Organizational Excellence, Chief Compliance Officer
Transitions LifeCare
250 Hospice Circle, Raleigh, NC 27607
Phone: 919.828.0890 | Fax: 919.719.0395
quality&compliance@transitionslifecare.org

You can file a grievance in person, or by mail, fax or email. If you need help filing a grievance, Civil Rights Coordinator, VP of Organizational Excellence is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, D.C. 20201, 800.368.1019, 800.537.7697 (TDD)

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html

Transitions LifeCare:

Proporciona asistencia y servicios gratuitos a las personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como los siguientes:

- intérpretes capacitados de lenguaje de señas;
- información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos).

Proporciona servicios lingüísticos gratuitos a personas cuya lengua materna no es el inglés, como los siguientes:

- intérpretes capacitados;
- información escrita en otros idiomas.

Si necesita estos servicios, comuníquese con el coordinador de Derechos Civiles, vicepresidente de Excelencia Organizativa.

Persona de contacto

Si considera que Transitions LifeCare no ha prestado estos servicios o lo ha discriminado de otra manera por raza, color, país de origen, edad, discapacidad o sexo, puede presentar una querella ante el coordinador de Derechos Civiles, vicepresidente de Excelencia Organizativa:

Civil Rights Coordinator
VP of Organizational Excellence, Chief Compliance Officer
Transitions LifeCare
250 Hospice Circle, Raleigh, NC 27607
Teléfono: 919.828.0890 | Fax: 919.719.0395
quality&compliance@transitionslifecare.org

Puede presentar una querella en persona o por correo, fax o correo electrónico. Si necesita ayuda para presentar una querella, el coordinador de Derechos Civiles, vicepresidente de Excelencia Organizativa, puede ayudarlo.

También puede presentar una queja de derechos civiles ante la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de los Estados Unidos electrónicamente mediante el portal de quejas de la Oficina de Derechos Civiles, en https://ocrportal.hhs.gov/ocr/portal/lobby.jsf o por correo o telefónicamente a: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, D.C. 20201, 800.368.1019, 800.537.7697 (TDD)

Los formularios de queja están disponibles en
http://www.hhs.gov/ocr/office/file/index.html

Transitions Life Care 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人.Transitions LifeCare 不因種族、膚色、民族血統、年齡、殘障或性別而排斥任何人或以不同的方式對待他們。

Transitions LifeCare
向殘障人士免費提供各種援助和服務，以幫助他們與我們進行有效溝通，如：

- 合格的手語翻譯員
- 以其他格式提供的書面資訊（大號字體、音 訊、無障礙電子格式、其他格式）

向母語非英語的人員免費提供各種語言服務，如：

- 合格的翻譯員
- 以其他語言書寫的資訊

如果您需要此類服務，請聯絡 Civil Rights Coordinator, VP of Organizational Excellence 口系人

如果您認為 Transitions LifeCare 未能提供此類服務或者因種族、膚色、民族血統、年齡、殘障或性別而透過其他方式歧視您，

您可以向 Civil Rights Coordinator, VP of Organizational Excellence 提交投訴，郵寄地址為 Transitions LifeCare,
250 Hospice Circle, Raleigh, NC 27607，電話號碼為 919-828-0890、TTY（聽障專線）號碼為，傳真為 919-719-0395，電子信箱為 quality&compliance@transitionslifecare.org. 您可以親自提交投訴，或者以郵寄、傳真或電郵的方式提交投訴。如果您在提交投訴方面需要幫助，Civil Rights Coordinator, VP of Organizational Excellence 可以幫助您。

您還可以向 U.S. Department of Health and Human Services（美國衛生及公共服務部）的 Office for Civil Rights（民權辦公室）提交民權投訴，透過 Office for Civil Rights Complaint Portal 以電子方式投訴：https://ocrportal.hhs.gov/ocr/portal/lobby.jsf，或者透過郵寄或電話的方式投訴：

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C.20201
1-800-368-1019，800-537-7697 (TDD)（聾人用電信設備）

登入 http://www.hhs.gov/ocr/office/file/index.html 可獲得投訴表格。

English: Transitions LifeCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-919-828-0890.

Spanish: Transitions LifeCare cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-919-828-0890.

Chinese: Transitions LifeCare 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障 或性別而歧視任何人。

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-919-828-0890.

Vietnamese: Transitions LifeCare tuân thủ luật dân quyền hiện hành của Liên bang và không phân biệt đối xử dựa trên chủng tộc, màu da, nguồn gốc quốc gia, độ tuổi, khuyết tật, hoặc giới tính.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-919-828-0890.

Korean (한국어): Transitions LifeCare 은(는) 관련 연방 공민권법을 준수하며 인종, 피부색, 출신 국가, 연령,장애 또는 성별을 이유로 차별하지 않습니다.주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-919-828-0890.

French: Transitions LifeCare respecte les lois fédérales en vigueur relatives aux droits civiques et ne pratique aucune discrimination basée sur la race, la couleur de peau, l'origine nationale, l'âge, le sexe ou un handicap.

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-919-828-0890.

Arabic: يلتزم Transitions LifeCare بقوانين الحقوق المدنية الفدرالية المعمول بها ولا يميز على أساس العرق أو اللون أو الأصل الوطني أو السن أو الإعاقة أو الجنس.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-919-828-0890

Hmong: Transitions LifeCare ua raws cov kev cailij choj yuam siv ntawm Tsom Fwv Nrub Nrab Teb Chaw hais txog pej xeem cov cai (Federal civil rights laws) thiab tsis ciav-cais leejtwg vim nws hom neeg, nqaij tawv, lub tebchaws tuaj, hnub nyoog, kev tsis taus, los yog poj niam txiv.

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-919-828-0890.

Russian: Transitions LifeCare соблюдает применимое федеральное законодательство в области гражданских прав и не допускает дискриминации по признакам расы, цвета кожи, национальной принадлежности, возраста, инвалидности или пола.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-919-828-0890.

Tagalog: Sumusunod ang Transitions LifeCare sa mga naaangkop na Pederal na batas sa karapatang sibil at hindi nandidiskrimina batay sa lahi, kulay, bansang pinagmulan, edad, kapansanan o kasarian.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-919-828-0890.

Gujarati: Transitions LifeCare લાગુ પડતા સમવાયી નાગરિક અધિકાર કાયદા સાથે સુસંગત છે અને જાતિ, રંગ, રાષ્ટ્રીય મૂળ, ઉંમર, અશક્તતા અથવા લિંગના આધારે ભેદભાવ રાખવામાં આવતો નથી.
ધ્યાન: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-919-828-0890.

Mon-Khmer, Cambodian: Transitions LifeCare អនុវត្តតាមច្បាប់សិទ្ធិពលរដ្ឋនៃសហព័ន្ធដែលសមរម្យនិងមិនមានការរើសអើសលើមូលដ្ឋាននៃពូជសាសន៍ ពណ៌សម្បុរ សញ្ជាតិដើម អាយុ ពិការភាព ឬភេទ។

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតឈ្នួល គឺរាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-919-828-0890

German: Transitions LifeCare erfüllt geltenden bundesstaatliche Menschenrechtsgesetze und lehnt jegliche Diskriminierung aufgrund von Rasse, Hautfarbe, Herkunft, Alter, Behinderung oder Geschlecht ab.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-919-828-0890.

Hindi: Transitions LifeCare लागू होने योग्य संघीय नागरिक अधिकार क़ानून का पालन करता है और जाति, रंग, राष्ट्रीय मूल, आयु, विकलांगता, या लिंग के आधार पर भेदभाव नहीं करता है।

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-919-828-0890 पर कॉल करें।

Laotian: Transitions LifeCare ປະຕິບັດຕາມກົດໝາຍວ່າດ້ວຍສິດທິພົນລະເມືອງຂອງຣັຖບານກາງທີ່ ໆ ຄັບໃຊ້ ແລະບໍ່ຈຳແນກໂດຍອີງໃສ່ພື້ນຖານດ້ານເຊື້ອຊາດ, ສີຜິວ, ຊາດກຳເນີດ, ອາຍຸ, ຄວາມພິການ, ຫ ຼືເພດ.

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ສຽ ຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ 1-919-828-0890.

Japanese (日本語): Transitions LifeCare は適用される連邦公民権法を遵守し、人種、肌の色、出身国、年齢、障害または性別に基づく差別をいたしません。

Bill of Rights

Below is an extensive list of your rights as a patient. These rights are mandated by the State of North Carolina, Medicare Conditions of Participation, and by the Accreditation Commission for Health Care. It is important that you read these rights. If you have any questions, please ask one of your care team members.

Rights Under NC Licensure Rules (10A NCAC 13K .0604)

1. Transitions Kids (TK) shall provide each patient with a written notice of the patient's rights and responsibilities in advance of furnishing care to the patient or during the initial evaluation visit before the initiation of services. TK must maintain documentation showing that each patient has received a copy of their rights and responsibilities.
2. The notice shall include, at a minimum, the patient's and parent/guardian's right to:
   a. Be informed and participate in the patient's plan of care;
   b. Voice grievances about the patient's care and not be subjected to discrimination or reprisal for doing so;

c. Have the confidentiality of the patient's records maintained;
d. Be informed of the patient's liability for payment for services;
e. Be informed of the process for acceptance and continuance of service and eligibility determination;
f. Accept or refuse services;
g. Be informed of TK's on-call service;
h. Be advised of the TK's procedures for discharge; and
i. Be informed of supervisory accessibility and availability.

3. TK shall provide all patients with a business hours telephone number for information, questions, or complaints about services provided by TK. The agency shall also provide the Division of Health Service Regulation's complaints number and the Department of Health and Human Services Care-Line number. The Division of Health Service Regulation shall investigate all allegations of non-compliance with the rules.
4. TK shall initiate an investigation within 72 hours after receiving complaints made by a patient or their family. Documentation of both the existence of the complaint and the resolution of the complaint shall be maintained by the agency.

Rights Under Medicare Conditions of Participation (42 CFR § 418.52)

1. The patient and parent/guardian have the right to be informed of their rights, and TK must protect and promote the exercise of these rights.
2. During the initial assessment visit in advance of furnishing care, TK must provide the patient and parent/guardian with verbal (meaning spoken) and written notice of the patient's rights and responsibilities in a language and manner that the patient and/or parent/guardian understands.
3. TK will inform and distribute written information to the patient about TK's policies on advance directives, including a description of applicable state law.
4. TK must obtain the patient's or parent/guardian's signature confirming that they have received a copy of the notice of rights and responsibilities.
5. The patient and parent/guardian have the right:
   a. To exercise their rights as a patient of TK;
   b. To have their property and person treated with respect;
   c. To voice grievances regarding treatment or care that is (or fails to be) furnished and the lack of respect for property by anyone who is furnishing services on behalf of TK; and
   d. To not be subjected to discrimination or reprisal for exercising their rights.

6. If a patient has been adjudged incompetent under state law by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed pursuant to state law to act on the patient's behalf.
7. If a state court has not adjudged a patient incompetent, any legal representative designated by the patient in accordance with state law may exercise the patient's rights to the extent allowed by state law.
8. TK must:
   a. Ensure that all alleged violations involving mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property by anyone furnishing services on behalf of TK, are reported immediately by agency employees and contracted staff to the Chief Executive Officer (CEO);
   b. Immediately investigate all alleged violations involving anyone furnishing services on behalf of TK and immediately take action to prevent further potential violations while the alleged violation is being verified. Investigations and/or documentation of all alleged violations must be conducted in accordance with established procedures;
   c. Take appropriate corrective action in accordance with state law if the alleged violation is verified by the CEO or an outside body having jurisdiction, such as the state survey agency or local law enforcement agency; and
   d. Ensure that verified violations are reported to state and local bodies having jurisdiction (including to the state survey agency) within 5 working days of becoming aware of the violation.
9. The patient has a right to the following:
   a. Receive effective pain management and symptom control from TK for conditions related to the terminal illness;
   b. Be involved in developing their agency plan of care;
   c. Refuse care or treatment;
   d. Choose their attending physician;
   e. Have a confidential clinical record. Access to or release of patient information and clinical records is permitted in accordance with the HIPAA Privacy Rule and state law;
   f. Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property;
   g. Receive information about the services covered under the Medicaid benefit;
   h. Receive information about the scope of services that TK will provide and specific limitations on those services.

Rights Under the Accreditation Commission for Health Care

1. Be fully informed in advance about:
   a. Care to be provided, including the disciplines that furnish care and the frequency of visits.
   b. Any modifications to the care plan.
2. Receive information about the services covered under the Medicaid home health or hospice benefit.
3. Participate in the development and periodic revision of the plan of care.
4. Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
5. Be informed, both orally and in writing, in advance of any care provided, of the charges for which the patient will be responsible.
6. Have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality.
7. Be able to identify visiting staff members through proper identification.
8. Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property.
9. Voice grievances/complaints regarding treatment or care, lack of respect of property, or recommend changes in policy, staff, or service/care without restraint, interference, coercion, discrimination, or reprisal.
10. Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
11. Choose a health care provider, including choosing an attending physician.
12. Confidentiality and privacy of all information contained in the patient record and of Protected Health Information.
13. Be advised of the agency's policies and procedures regarding the disclosure of the clinical record.
14. Receive appropriate care without discrimination in accordance with physician orders.
15. Be informed of any financial benefit when being referred to an organization.
16. Be fully informed of the patient's responsibilities.
17. Receive information about the scope of services that TK will provide and specific limitations on those services.
18. Be informed of patient rights under state law to formulate advance care directives.
19. Be informed of anticipated outcomes of care and of any barriers in outcome achievement.
20. Receive effective pain management and symptom control for conditions related to terminal illness(es).

21. Be advised of the telephone number and hours of operation of the Complaint Intake Unit with the Division of Health Service Regulation (DHSR). The Complaint Intake Unit receives complaints for all agencies licensed by DHSR, including home care agencies. The telephone number for the Complaint Unit is 1.800.624.3004 or 919.855.4500 (within NC). The mailing address is Complaint Intake Unit, Division of Health Service Regulation, 2711 Mail Service Center, Raleigh, NC 27699-2711. The Acute and Home Care Licensure and Certification Section at DHSR is responsible for enforcing state statutes for home care agencies and answering questions and requests for information. The telephone number is 919.855.4620. The address is Acute and Home Care Licensure and Certification Section, Division of Health Service Regulation, 2712 Mail Service Center, Raleigh, NC 27699-2712.

Your Responsibilities

In addition to your rights as a patient, you are responsible to do each of the following:

1. Provide a safe environment for care to be provided.
2. Participate in medication safety practices including storage, use, and disposal.
3. Ask questions about care or service.
4. Express any concerns regarding the course of treatment or your ability to comply with instructions.
5. Contact your care team if the visit schedule needs to be changed.
6. Contact your care team when there are changes in your condition.
7. Contact your care team if your community physician changes your plan of care or medications.
8. Contact your care team if there are changes in your address, health insurance coverage, community physician, or if you are admitted to a health care facility.
9. Advise your care team of the existence of advance directives or if you wish to create or make changes to your advance directives.
10. Contact your care team regarding any problems or dissatisfaction with the services provided.
11. Contact your care team when you feel your rights are not being respected.

How to Report Grievances, Complaints, or Concerns

Families have the right to voice grievances, complaints, concerns, or recommend changes in policy, staff, or care without restraint, interference, coercion, discrimination, or reprisal.

If you have a concern about the care or treatment provided to you directly or indirectly through Transitions Kids, you may take the following steps:

1. Call our office at **919.748.0823** at any time of day or night, and ask for the Director of Transitions Kids. When you call, information about your concern will be documented and forwarded to the agency leader responsible for the specific area of operation. An investigation will be initiated immediately and no later than 72 hours after the receipt of your complaint. Your concern will be handled in a sensitive, confidential manner so that medical, ethical, and/or legal issues can be resolved. The agency leader responsible for the investigation will document all actions and outcomes and submit a report to the Department of Quality & Compliance. The Board of Directors receives a summary of complaints every quarter.
2. Call Transitions LifeCare and ask to speak to the VP of Organizational Excellence at 919.828.0890.
3. Contact the Accreditation Commission for Healthcare, Inc. at 919.785.1214 between 8:00am and 5:00pm, Monday through Friday.
4. Contact the Quality Improvement Organization, Acentra Health, at 1.844.455.8708 between 8:00am and 5:00pm, Monday through Friday.
5. Contact the Complaint Intake Unit with the North Carolina Division of Health Service Regulation (DHSR). The Complaint Intake Unit receives complaints for all agencies licensed by DHSR, including hospices and home care agencies. The telephone number for the Complaint Unit is 1.800.624.3004 or 919.855.4500 (if calling within NC). This number may also be called between 9:00am and 12:00pm and between 1:00pm and 4:00pm, Monday through Friday, to lodge complaints concerning implementation of advance directives. The mailing address is Complaint Intake Unit, Division of Health Service Regulation, 2711 Mail Service Center, Raleigh, NC 27699-2711. The Acute and Home Care Licensure and Certification Section at DHSR is responsible for enforcing state statutes for home care agencies and answering questions and requests for information. The telephone number is 919.855.4620. The address is Acute and Home Care Licensure and Certification Section, Division of Health Service Regulation, 2712 Mail Service Center, Raleigh, NC 27699-2712.



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