

## **CONSENTS & AUTHORIZATIONS**

Part of the admission process consists of giving Arcturus Hospice permission to treat you, to release medical information concerning your care to appropriate sources, and to collect payment for services directly from your payer source.

*Treatment and Authorizations:* Before we can treat you, we must obtain your permission. If at any time you refuse any treatment, you will be advised of possible medical consequences of your actions. We may ask you to sign a statement indicating that you have been informed of the medical consequences, and are releasing Arcturus Hospice from any responsibility.

*Release of Information:* Arcturus Hospice maintains your records in a confidential manner. No information will be released without your permission, unless such is required under applicable state and/ or federal law. In order for us to provide or receive information concerning your care, we will need your signed authorization to do so. Information may be shared with regulatory and accrediting agencies.

*Authorization for Payment:* Arcturus Hospice will bill your insurance company directly for any services we have provided. This authorization allows us to release medical records as required by your insurance company and collect payment for services provided.

*Advance Directions:* If you have an advance directive you will need to share that information with us so that we can follow your wishes to the extent permitted by law. In the absence of an advanced directive that directs us to refrain from performing certain procedures, you will receive care and treatment consistent with your plan of care and treatment orders issued by your physician.

*Non-Covered Services:* Arcturus Hospice will provide care within the scope of our agency's services. Arrangements for any services that we cannot provide will be your responsibility or that of your caregiver (legal representative). We will, however assist you by providing a list of possible resources.

*Scheduling Home Care Visits:* Arcturus Hospice strives to make scheduled visits in a timely manner. However, there may be situations in which this is not possible to achieve, such as severe weather or adverse road conditions that make travel perilous or impossible. When a disruption in hospice care services is anticipated or recognized, Arcturus Hospice will attempt to notify you in advance of a scheduled appointment or service shift.

*Statement Of Ownership:* Arcturus Hospice is privately owned and operated.