

BE PRESENT. PERSONAL AND MEDICAL RECORDS SHALL BE TREATED CONFIDENTIALLY AND THE CONSENT OF THE PATIENT OR RESIDENT SHALL BE OBTAINED FOR THEIR RELEASE TO ANY INDIVIDUAL OUTSIDE THE FACILITY, EXCEPT AS NEEDED IN CASE OF THE PATIENT'S TRANSFER TO ANOTHER HEALTH CARE INSTITUTION OR AS REQUIRED BY LAW OR THIRD PARTY PAYMENT CONTRACT, OR TO ANY INDIVIDUAL INSIDE THE FACILITY WHO HAS NO DEMONSTRABLE NEED FOR SUCH RECORDS;

(7) [Every patient and resident shall have the right to certain information as to any relationship of the facility to other health care and related institutions insofar as his care is concerned; and] EVERY PATIENT AND RESIDENT HAS THE RIGHT TO BE FREE FROM MENTAL AND PHYSICAL ABUSE, AND FREE FROM CHEMICAL AND PHYSICAL RESTRAINTS EXCEPT AS AUTHORIZED BY A PHYSICIAN ACCORDING TO CLEAR AND INDICATED MEDICAL NEED.

(8) [The patient and resident have the right to expect reasonable continuity of care which shall include, but not be limited to, what appointment times and physicians are available.] EVERY PATIENT AND RESIDENT SHALL RECEIVE FROM THE ADMINISTRATOR OR STAFF OF THE FACILITY A REASONABLE RESPONSE TO HIS REQUESTS;

(9) [Every patient and resident shall have the right to have unrestricted communication with any person or persons of his choice, including but not limited to physicians, attorneys, clergymen, at any reasonable hour.] EVERY PATIENT AND RESIDENT SHALL BE PROVIDED WITH INFORMATION AS TO ANY RELATIONSHIP OF THE FACILITY TO OTHER HEALTH CARE AND RELATED INSTITUTIONS INsofar, AS THE PATIENT'S CARE IS CONCERNED;

(10) [Every competent patient and resident shall have the right to manage his own financial affairs or if, at his request, the facility manages his financial affairs, to have available for inspection a monthly accounting and unrestricted access to his account at reasonable hours.] EVERY PATIENT AND RESIDENT SHALL RECEIVE REASONABLE CONTINUITY OF CARE WHICH SHALL INCLUDE, BUT NOT BE LIMITED TO, WHAT APPOINTMENT TIMES AND PHYSICIANS ARE AVAILABLE;

(11) [Every patient and resident shall have the right to present grievances on behalf of himself or others to the facility's administration, governmental agencies, or other appropriate persons without fear of reprisal.] EVERY PATIENT AND RESIDENT MAY ASSOCIATE AND COMMUNICATE PRIVATELY AND WITHOUT RESTRICTION WITH PERSONS AND GROUPS OF HIS CHOICE ON HIS OWN OR THEIR INITIATIVE AT ANY REASONABLE HOUR; MAY SEND AND SHALL RECEIVE MAIL PROMPTLY AND UNOPENED; SHALL HAVE ACCESS AT ANY REASONABLE HOUR TO A TELEPHONE WHERE HE MAY SPEAK