



Know Your Rights

Privacy

You have the right to personal privacy and confidentiality.

Staff must keep your information private:

- Your paperwork should not be left out for anyone to see.
- Computer screens should be logged out.
- Any conversations about private details should be done behind a closed door.

Staff must deliver cares and treatments privately. They can:

- Close your door.
- Pull your curtains.
- Provide care in your room, not in a communal space.

Staff must maintain your dignity. They can:

- Keep you covered
- Cover your catheter and/or ostomy bag if you have one

Staff must respect the privacy of your space by knocking and seeking consent to enter.

Staff should introduce themselves (name and position) upon entering.

Things to Think About:

1. Do you like to keep your room/apartment door closed or open?
2. How modest do you prefer to be?

Contact the Office of Ombudsman for Long-Term Care

Phone: 651-431-2555 **Toll-free:** (800) 657-3591 **Website** mn.gov/ooltc

Right or wrong?

Read these descriptions and then circle “right” if you think this story respects residents’ rights, if it doesn't, circle “wrong”

1. Jerry gets his mail, one of the envelopes is opened.

Right or Wrong? And why?

2. A server knocks on a resident’s closed door and waits for permission to deliver a meal tray.



Right or Wrong? And why?

3. Rosemarie’s medical records were given to her nephew with her permission.

Right or Wrong? And why?

4. A staff person listens in on a family meeting without consent or invitation.

Right or Wrong? And why?

5. A staff person looks at Sunita’s email inbox without her permission.



Right or Wrong? And why?

6. A nurse discreetly tells the resident that a doctor is waiting for them.

Right or Wrong? And why?

Answer key: 1. wrong 2. wrong 3. right 4. right 5. wrong 6. right