

Practice the power of “no”

The best way to get good at something is to practice. Review the tips and then answer the questions below.

Ways to say “no”:

I don't want to do that today.
Can we do this another time?
Today I'm saying no.
I'm not feeling up to that today.
I don't think I need that medication right now.
I trust my body.
I am choosing to decline that today.
I am not comfortable, so I need to say no.
Let me think about it and get back to you.

1. An activity aide knocks at your door and reminds you that it's time for morning exercise. You did not sleep well last night and want to sleep in. The staff person states, “your daughter said you need to attend.” How would you respond?
2. You learn that you have a virtual visit scheduled during your favorite activity. How would you handle this?



Finances, Fees, and Records

You have the right to manage your own resources, be aware of charges and fees that may apply to you and access your records.

Control personal finances

- You have the right to manage your own financial affairs.
- If offered, you can open a resident trust account where staff can hold onto your money.
- You can assign a financial representative to help manage your account.

Information about fees

- You have the right to know in advance about charges you may need to pay.
- You can ask for a bill which should have a detailed list of charges. Nursing home charges are typically all-inclusive and are usually called “room and board”.
- Your facility should tell you about rate increases in advance with some exceptions.

Your records

- You have the right to see and have copies of your medical and financial records.
- If you submit a written request for your records, the facility must give them to you within 30 calendar days.
- If you request a copy to review your current medical care, then the facility must not charge a fee.

Things to Think About:

1. What services and/or items are covered under what you pay?
2. Have you reviewed your bill or health records?

Contact the Office of Ombudsman for Long-Term Care

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

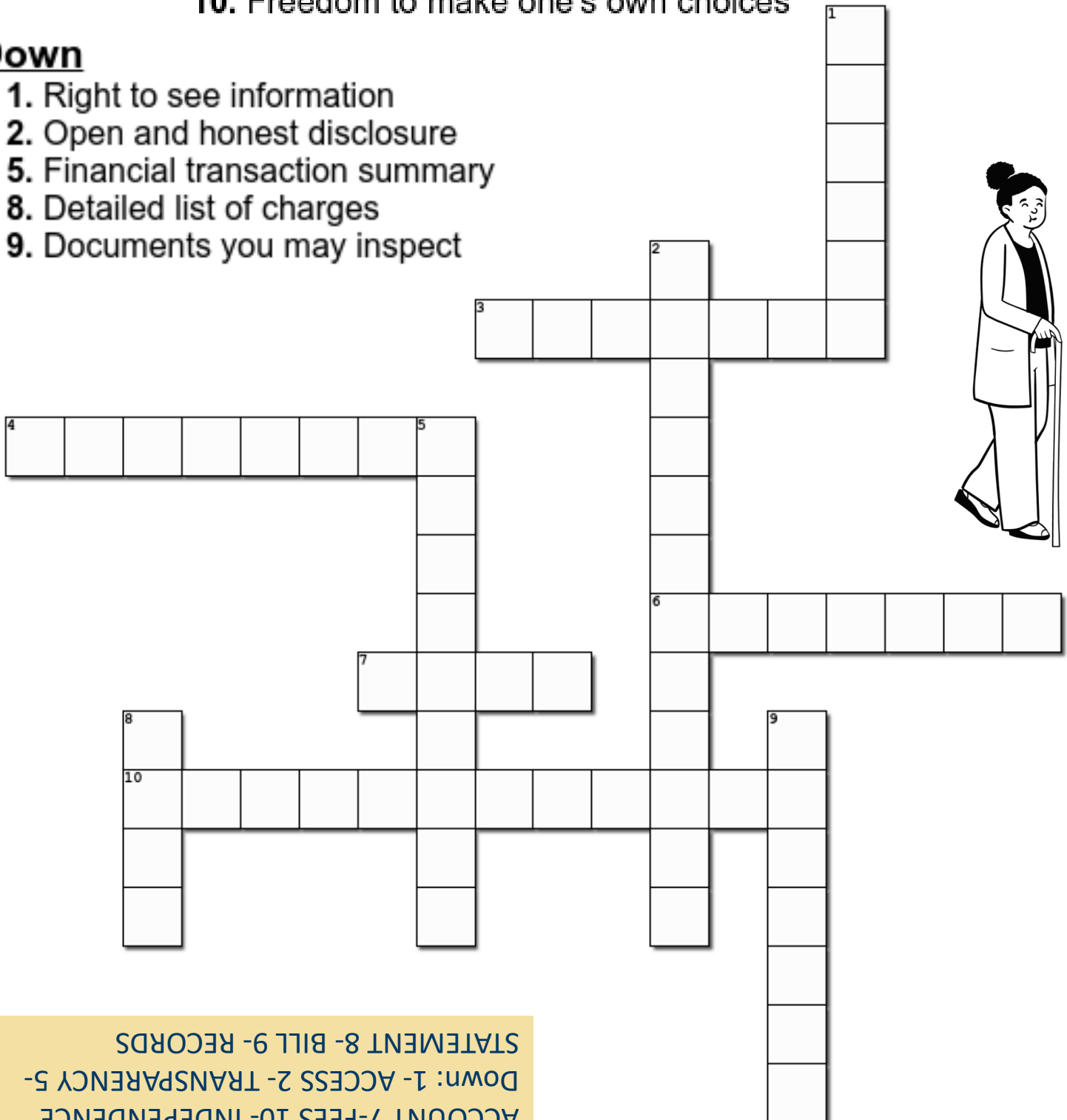
Crossword Puzzle

Across

3. Information about costs
4. Personal money management right
6. Money held for you
7. Costs charged by a facility
10. Freedom to make one's own choices

Down

1. Right to see information
2. Open and honest disclosure
5. Financial transaction summary
8. Detailed list of charges
9. Documents you may inspect



Across: 3- CHARGES 4- FINANCES 6- ACCOUNT 7- FEES 10- INDEPENDENCE
Down: 1- ACCESS 2- TRANSPARENCY 5- STATEMENT 8- BILL 9- RECORDS