

For State and Regional Ombudsman Offices call:

State Long Term Care Ombudsman
Lt. Governor's Office on Aging
Phone: 1-800-868-9095

Region 1: Appalachian
Phone: 864-242-9733
Serves: Anderson, Cherokee,
Greenville, Oconee, Pickens, and
Spartanburg

Region 2: Upper Savannah
Phone: 864-941-8070
Serves: Abbeville, Edgefield, Greenwood,
Laurens, McCormick, and Saluda
1-800-922-7729 (outside Greenwood)

Region 3: Catawba
Phone: 803-329-9670
Serves: Chester, Lancaster, York, and
Union
1-800-662-8330 (outside York)

Region 4: Central Midlands
Phone: 803-376-5389
Serves: Fairfield, Lexington, Newberry,
and Richland
1-866-394-4166 (outside Richland)

Region 5: Lower Savannah
Phone: 803-649-7981
Serves: Aiken, Allendale, Bamberg,
Barnwell, Calhoun, and Orangeburg
1-866-845-1550 (outside Aiken)

Region 6: Santee-Lynch
Phone: 803-775-7381
Serves: Clarendon, Kershaw, Lee, and
Sumter
1-800-948-1042 (outside Sumter)

Region 7: Pee Dee
Phone: 843-383-8632
Serves: Chesterfield, Darlington,
Dillon, Florence, Marion, and Marlboro
1-866-505-3331 (outside Darlington)

Region 8: Waccamaw
Phone: 843-546-4231
Serves: Georgetown, Horry, and
Williamsburg
1-888-302-7550 (outside Georgetown)

Region 9: Trident
Phone: 843-554-2280
Serves: Berkeley, Charleston, and
Dorchester
1-800-864-6446 (outside Charleston)

Region 10: Lowcountry
Phone: 843-726-5536
Serves: Beaufort, Colleton, Hampton,
and Jasper
1-877-846-8148 (outside Jasper)

South Carolina
Long Term Care Ombudsman Program



Resident's Bill of Rights

South Carolina
▶ Code of Laws
§44-81-20 et. Seq.

Appalachian Region Phone: (864) 242-9733

Resident's Bill of Rights

As a resident of a facility, the resident or their legal guardian has the right to:

Medical Treatment

- The resident has the right to choose a personal physician;
- Receive from their physician a complete and current description of their medical conditions in terms they can understand;
- Participate in the planning of their care and treatment;
- Be fully informed in advance of any changes to care/treatment that may affect the resident's well-being;
- Refuse to participate in any type of experimental tests or research;
- Have privacy during treatment;
- Have their medical records treated with confidentiality;
- Approve or refuse release of their medical records to anyone outside the facility, **unless** they are transferred to another facility, or it is required by law or other third party contracts.

Personal Possessions

- Have security in storing their personal possessions;
- Approve or refuse release of their personal records to anyone outside the facility, except as provided by law;

Keep and use personal clothing and possessions as long as they do not affect other resident's rights;

Manage their personal finances. If the facility has been delegated in writing to manager your finances for you, it must provide you with a quarterly report of your finances.

Personal Treatment

- Be treated with respect and dignity;
- Be free from mental or physical abuse;
- Be free from chemical or physical restraints unless ordered by a physician;
- Be free from working or performing services for a facility unless they are part of the plan of care;
- Be transferred or discharged **only** for medical reasons, for the welfare of the resident or for the welfare of other residents of the facility, for nonpayment. The resident must be given a written notice of not less than 30 days, except that when the health, safety, or welfare of other residents would be endangered. Each resident must also be given written notice before the resident's room or roommate in the facility is changed.

Communication

- The resident has the right to have family members, a legal guardian or other relatives visit;
- Refuse to see family members, legal guardian, or other relatives;

Send and receive mail with freedom and privacy;

Associate and communicate privately with persons of their choice;

Meet with family members, their legal guardian, or other resident's family members to discuss the facility;

Meet with and participate in social, religious, and community group activities, unless prohibited by a written medical order

Personal Privacy

- The resident has the right to privacy when receiving personal care;
- Have privacy for conjugal visits;
- Share a room with their spouse, unless the doctor states otherwise in the medical record;
- Have their personal records treated confidentially;
- Employ a sitter from outside the facility, unless you have agreed in writing not to hire a private sitter. The sitter must abide by the policies and procedures of the facility. You must also agree not to hold the facility liable for any matter involving the private sitter.

