



# Resident Orientation Information

Revised March 2017



## TABLE OF CONTENTS

Activities/Things to Do .....	16
Advance Directives .....	24
Appointments Outside of Hale Makua .....	24
Beautician/Barber Services.....	14
Bed Hold Policy .....	30
Business Office.....	25
Care Team.....	8
Clothing List & Personal Items (Suggested).....	7
Communication: Open Door Policy .....	11
Conjugal Visits .....	23
Family Resource Center .....	22
Food and Meals...Your Dining Experience .....	13
Gifts to Staff Members .....	10
Glossary of Terms .....	5
Hale Makua Health Services (About Us).....	44
Individualized Care Plans / Resident Care Conference.....	23
Laundry Service.....	15
Mail.....	15
Maps.....	20
Medical Records .....	24
Medication / Pharmacy Services.....	23
Money/Resident Individual Accounts .....	26
Nondiscrimination .....	31
Notice of Privacy Practices .....	34
Ombudsman .....	34
Outings .....	17
Parking .....	22
Payments.....	25

Pets .....	18
Photography, Video, and Audio Recording .....	18
Physician Services.....	24
Religious Services .....	16
Rights and Responsibilities .....	27
Room Changes.....	31
Safety .....	12
Satisfaction .....	27
Smoking.....	22
Staff Rights .....	30
Telephones.....	15
Television .....	8
Visitors.....	17
Welcome to Hale Makua.....	4

## Welcome to Hale Makua!

We are pleased to welcome you to Hawaii's only two Eden Alternative nursing homes. Being part of an Eden home means you are part of our family and your input and participation are vital to the well-being of those who live here and those who work here.

We strive to make our nursing homes feel like home rather than institutions; places where residents are honored and respected. You will become part of a neighborhood at Hale Makua – a small group of residents and care partners working, growing, and learning together – as well as part of our larger Hale Makua community.

We created this booklet to provide you with some insight into life at Hale Makua. We hope you find it helpful, and we encourage you to ask any care partner for more information whenever you need it.

**OUR MISSION:** We improve the well-being of those in our care through compassionate personalized health services in our home and yours.

**OUR VISION:** We will be a leader in customized care that inspires well-being and independence, distinguished by the quality of our team.

### **OUR VALUES:**

**Compassion:** We act with compassion; treating Elders, their families, each other, and ourselves with kindness, understanding, dignity and respect

**Commitment:** We are passionately committed to the well-being of our community, providing quality services and compassionate care, and collaborating within our organization and industry

**Community:** We play a vital role in our community by being a sustainable resource, building capacity, and fulfilling the needs of the Maui Community

**Well-Being:** We improve the well-being of those in our care by creating opportunities for connectedness, meaning, joy, individuality, enrichment, liberty, and security

**Quality:** We provide high-quality health services by continuously seeking ways to improve well-being, while delivering reliable, dependable care

**Collaboration:** We collaborate with each other and those in our community and industry, acting with integrity and honesty at all times

## GLOSSARY OF TERMS

You may hear a variety of terms and acronyms--or abbreviations--during your stay, while visiting Hale Makua, or while reading through this Orientation Guide. To help you sort through these industry-specific terms, we've included this glossary.

**CARE PARTNER:** Everyone who works at Hale Makua, in any capacity, is a partner in caring for our residents. If you need help or have any questions, you can ask any care partner, who will either help you or find someone who can.

**CNA:** *Certified Nursing Assistant* – CNAs are certified by the State of Hawaii. They maintain their certification through ongoing monthly training. CNAs assist you with bathing, dressing, walking, eating, and other activities of daily living.

**DON:** *Director of Nursing* – The DON is a licensed nurse who oversees the operations of the nursing department. Hale Makua has a DON in both the Kahului and Wailuku communities.

**ICF:** *Intermediate Care Facility* – A healthcare facility that provides 24-hour-a-day nursing care and assistance with normal activities of daily living.

**IDT:** *Interdisciplinary Team (also called Care Team)* – This team is responsible for assessing your daily healthcare needs, creating a care plan, and following up to ensure that all of your needs are met. The IDT includes Nutrition Services, Nursing, Social Services, Activities, and other departments depending on need.

**LN:** *Licensed Nurse* – May be either an LPN (Licensed Practical Nurse) or an RN (Registered Nurse). LPNs and RNs are involved in your care, including assessing your condition, planning your care, administering medications, and performing treatments.

**LSW:** *Licensed Social Worker* – At Hale Makua, the Director of the Social Services Department is a Licensed Social Worker, and oversees all aspects of the Social Services Department's operation.

**Neighborhood:** Our homes are segmented into smaller units called neighborhoods. Our Kahului home has six neighborhoods: West, East,

North, Pikake, Ilima, and Gardenia. Our Wailuku home has two: Lanai and Molokai. Our neighborhoods are designed and staffed so that residents and care partners can get to know each other personally and build relationships.

**OTR: *Occupational Therapist, Registered*** – Provides therapy as ordered by the physician to improve activities of daily living such as dressing, bathing, or obtaining utensils. They may also assist you in learning to use adaptive equipment like reachers, sock aids, long-handled sponges, etc. They may be occupational therapy assistants, with associate's degrees, or occupational therapists, with bachelor's degrees.

**PHI: *Protected Health Information*** – Information that can be used to identify someone, such as their name, date of birth, Social Security number, etc. Hale Makua is legally required to protect the privacy of your protected health information.

**POA: *Power of Attorney*** - A document that allows a relative or another individual to make medical and financial decisions for you when you are unable to make those decisions yourself.

**RAC: *Resident Assessment Coordinator*** – Federal regulations require that certain assessments be conducted quarterly. The RAC is responsible for conducting and coordinating the completion of those assessments as well as your plan of care.

**RD: *Registered Dietitian*** – The Registered Dietitian is a nutrition and food professional who oversees your nutritional care. The RD will work with you, your family, and the IDT to develop the most appropriate food and nutrition plan for you.

**RCC: *Resident Care Conference*** – A quarterly meeting between the IDT/care team, you, and your family to discuss your care plan. We encourage you to be actively involved in creating and updating your care plan.

**RIA: *Resident Individual Account*** – Similar to a bank account, Hale Makua offers RIAs as a safe place to keep your money. Please see the section below for details about RIAs.

**RPT: *Registered Physical Therapist*** – These individuals provide therapy as ordered by your physician to improve mobility, strength, and balance, and

help with your assistive devices such as walkers, canes, or wheelchairs. They may be physical therapy assistants, with an associate's degree, or physical therapists, with a bachelor's degree.

SNF: *Skilled Nursing Facility* – A healthcare facility that provides 24-hour nursing and special rehabilitation. Specialized therapy includes physical therapy, occupational therapy, speech therapy, and respiratory therapy.

## MOVING IN AND GETTING SETTLED

### SUGGESTED CLOTHES & PERSONAL ITEMS LIST

People often ask what to bring when they move to Hale Makua. Here are some general suggestions.

Personal Items: Toothbrush, toothpaste, electric razor, aftershave lotion, shampoo, comb, and deodorant. (Hale Makua may provide you with some of these items upon request.)

Clothes: Cotton blend fabrics or cool material preferred (wash and wear).

#### LADIES

- 8 Wash and wear slacks and blouses
- 6 Dresses, muumuus, or housecoats
- 2 Sweaters, one warm jacket, shawl
- 12 Underwear (T-shirts, panties)
- 2 Nightgowns or clothes for sleeping
- 6 Pair of socks or hose
- 1 Pair of slippers or shoes with rubber soles

#### MEN

- 8 Wash and wear pants and shirts
- 6 T-shirts
- 2 Sweaters, one warm jacket
- 12 Undershorts
- 2 Pajamas or clothes for sleeping
- 6 Pair of socks
- 1 Pair of slippers or shoes with rubber soles

Labels: On your clothing, please print your last name and first initial with an indelible laundry marker pen. Mark preferably on the back of collar or waistband, near the brand label. For items such as socks, please print your name on the cuff.

Please turn in clothing to the nursing care partners for inventory and documentation of your belongings, not only on your first day, but anytime you

bring new items into Hale Makua.

You have the right to and are encouraged to retain and use personal possessions including some furnishings, as space permits, unless to do so would infringe on the rights or health and safety of other residents. You are encouraged to maintain your funds in a Resident Individual Account (RIA) and to keep only minimal amounts of cash in your room. You may request a locked drawer in your room. Hale Makua will not be liable for missing cash or property and will not be liable for damaged property unless caused solely by Hale Makua.

We encourage you to leave valuables and important documents with family or friends.

### TELEVISION

One of the first decisions you'll be asked to make upon admission is whether or not you wish to pay for television services in your bedroom. There is a \$17 per month fee. We do not allow personal televisions to be brought into the campus because of safety concerns. If you decline TV services at the time of admission, you may request to activate it later by contacting the Business Office.

### YOUR CARE TEAM

Many individuals (known as care partners) will contribute to your care and well being, both directly and indirectly. Care partners wear nametags that contain their name and their title.

Neighborhood Supervisor – All neighborhoods are supervised by a licensed nurse, who may be a Neighborhood Supervisor or a Charge Nurse.

Both professional registered nurses (RNs) and Licensed Practical Nurses (LPNs) will be involved in your care, which includes assessing your condition, planning your care, administering medications and performing treatments.

Certified Nursing Assistants (CNAs) will assist you with activities of daily living such as bathing, walking and eating. The CNAs have been trained and certified by the State of Hawaii. To maintain competency and certification, each CNA receives continuing education and must complete a minimum of



one hour of in-service training for each month of employment (12 one-hour training sessions a year).

A Social Worker or Social Services Assistant is available to provide the following services for you and your family:

- One-on-one counseling
- Crisis intervention
- Discharge planning
- Coordination of family meetings
- Arrangements for advance directives, POA, surrogacy
- Grief support
- Assistance in locating or obtaining community resources
- Assistance with locating dental services
- Assistance with grievance procedure

Neighborhood Clerks manage the medical records on the neighborhoods and support nursing staff with data entry, answering phones, and ordering of supplies. They personally deliver your mail to your bedside, arrange for and provide appointment reminders, arrange for haircut appointments, and can assist you with withdrawing money from your RIA.

Registered Dietitians and Nutrition Services Staff and Supervisors will be involved in your nutritional care, including obtaining food preferences (your likes, dislikes, food allergies and intolerances), assessing your nutritional status, reviewing your food intake, monitoring your weight and evaluating and improving the quality of your meals and dining experience. The dietitians and the Nutrition Services Staff and Supervisors work within the interdisciplinary team in planning your care. The Registered Dietitians are available to provide specialized diet counseling as needed. A selective menu is available in conjunction with gourmet entrée salads, soup and sandwich of the day and local favorites. Please join us monthly for Food Committee meetings.

The Rehab Department consists of physical, occupational, and speech therapists. They are trained to rehabilitate those affected by stroke, fracture, cardiac or pulmonary disease, arthritis, or traumatic injury. Specific therapy to improve your strength, balance, walking, activities of daily living, swallowing, or speech must be ordered by your physician. Once someone has received the maximum amount of rehab authorized by their insurance company, a maintenance exercise or restorative program will be offered.

Outpatient rehabilitation is also offered. At the time of your discharge from Hale Makua, your physician may order continued rehab. In that case, you can return to Hale Makua on an outpatient basis and continue your rehabilitation with familiar therapists in a familiar setting.

You will probably get to know our Housekeepers well, as they ensure that our community is kept clean, including cleaning your room every day. You'll also get to know our Laundry Services care partners as they deliver your clean clothes every few days. Maintenance Workers will be in your room on a periodic basis to perform routine preventive maintenance or to make needed repairs.

Our Admissions Department is here to help with all the necessary steps to move into one of our homes. Because the transition to a nursing home can be an emotional experience for both the resident and family, the Admissions Department is here to assist you in decision making and exploring alternatives to placement. In addition, the Admissions care partners can answer questions and/or assist you with Medicaid eligibility. Please contact the Director of Admissions at 871-9288 for further information.

We are very fortunate to be helped every day by a large number of volunteers, who may help with meal service, crafts, entertainment, and "talking story". Volunteers are an integral part of our ohana. If you think that a volunteer could be of assistance to you, or if you would like to become a volunteer, please call our Volunteer Coordinator at 871-9283, or stop by the Office of Development at Kahului.

## GIFTS TO STAFF MEMBERS

Generally, gifts from residents, family members, or others to individual staff members are not acceptable in a professional service organization. With management approval, exceptions can be made for gifts residents have made themselves, or gifts with a nominal value. Gifts that can be shared by staff, while neither expected nor encouraged, may be accepted (such as food or flowers). Individual staff members are strictly prohibited from accepting monetary gifts. Monetary gifts include cash, checks, and gift certificates. Any monetary donations on behalf of staff will be placed in the Employee Fund

that is used to support employee functions.

## COMMUNICATION: OPEN DOOR POLICY

At Hale Makua, we maintain an "open door" for you to discuss any questions or concerns. Please feel free to discuss matters with nurses, social services staff, the administrator, or with any member of your care team or management. Effective communication is a key link between us all and an essential element of resident satisfaction. There are *At Your Service* boxes in each of our communities that you may use at any time to share your ideas, concerns or questions, or to recognize employee care partners who provide exceptional care or service.

## GRIEVANCES

Hale Makua places a high value on delivering excellent service that is responsive to individual needs. You and your representative have the right to file a grievance. If your verbal concern is not promptly addressed to your satisfaction, it will be investigated as a grievance.

You can voice or hand your complaint to any care partner, including the Administrator, who is the designated Grievance Official. Or, you can place it in one of our suggestion boxes, mail it to Hale Makua at 472 Kaulana Street, Kahului, HI 96732, submit it through our web site, [halemakua.org](http://halemakua.org), or bring it up at a Resident Council meeting. You can remain anonymous if you want to. All grievances are promptly investigated, addressed, and evaluated as a potential opportunity for improvement. If you provide your contact information, you will receive a written response to your grievance within 10 working days.

You have a right to file a grievance with the Long-Term Care Ombudsman at 808-586-0100, or toll free 800-984-2400. You can also access the State of Hawaii Office of HealthCare Assurance and click on the "contact email" icon at <http://health.hawaii.gov/ohca/home/medicare-section>, or contact the CMS Quality Improvement Organization for Hawaii, Mountain Pacific, at 808-545-2550. Contact information is located on bulletin boards in the nursing homes as well.

## YOUR SAFETY

Your safety is very important to us. Every month we have a fire drill so that care partners can practice what to do in the event of a real fire. We also are inspected annually by the Department of Health and by the Maui County Fire Department to ensure that we are following the federal, state and county regulations that govern safety in nursing homes.

We are aware that residents are at risk for falls, and we take many precautions to reduce that risk, including low beds, alarms on wheelchairs, and magnetically armed exits. Unfortunately, and despite the best efforts of our dedicated care partners, falls occasionally occur.

## EVERYDAY LIFE AT HALE MAKUA-THINGS TO KNOW AND DO

### FOOD AND MEALS...YOUR DINING EXPERIENCE

At Hale Makua, as in many family homes, food is an integral part of life. Our meals are prepared and served with the true spirit of *aloha*. The Nutrition Services Department is pleased to serve you a wide variety of foods and beverages. We have a 6-week cycle menu that is created and revised regularly by our residents and reflects seasonal variety. It features many home-style items, as well as 'local' favorites, including Hawaiian, Filipino, Portuguese, American and Asian cuisine. Our breakfasts are bountiful and always include fresh fruit, juice and a variety of breakfast breads, eggs and meats. And we proudly serve 'local' freshly-ground hot Maui Oma Coffee.

Each neighborhood and its pantry/dining area is stocked with miso soup, saimin, and a nice selection of frozen entrees, hot and cold sandwiches, hot pockets, and vegetarian options. Just ask one of your neighborhood care partners to heat one up for you. Other items that are available to you daily include papaya, tossed salad, tofu, poi, and fresh baked cookies. Just let your neighborhood care partner or nutrition services representative know if you would like one of these items with your meal.

Within a few days of moving in, our Nutrition Services/Resident Relations Coordinator may visit you and/ or your family. Your individual food preferences, your weight history, and any other nutritional concerns may be discussed. A dietitian may visit you as well during your stay with us. She or he will assess your nutritional status and work with you and the Care Team to customize a care plan to ensure your optimal nutritional health. Please don't hesitate to let your neighborhood care partner know if you have particular food or beverage requests, food or beverage dislikes, or would like to select your menu for the week.

We have a very active Food Committee that meets at least monthly at both Hale Makua communities. At these meetings, we evaluate and make menu changes, plan menus for holidays and theme/special days, evaluate recipes, and sample new products. All residents are welcome and encouraged to participate. Please refer to your activities calendar for days, times, and locations of the Food Committee meetings.

The dining experience is a time for friends and family to “talk story” while enjoying a healthy, balanced meal. Our *Aloha Café* in Kahului and *Café O Makua* in Wailuku are wonderful places to eat and meet people. We are pleased to serve restaurant- style breakfasts featuring fresh fruit, a variety of cereals and pastries, and hot favorites.

We cordially invite your family and friends to dine with us. A guest meal is only \$3.50 for breakfast and \$5.00 for lunch or dinner, which includes a healthy entrée, sides, vegetable or salad, and fruit or dessert. Guest meal tickets may be purchased in advance at the Business Office in Kahului or the Administration Office in Wailuku between 8:00 a.m. and 4:30 p.m. Monday-Friday. You can purchase one or more tickets in advance, and then simply give the meal ticket to your neighborhood care partner anytime before or during the breakfast service, and at least an hour before for lunch and dinner. For Wailuku, we ask that guest meals be presented by 4:00 p.m. for the dinner meal. The guest meal will be sent to your neighborhood or dining area with your meal tray.

For your health and safety, we recommend that any food you choose to keep in your room be stored in tightly-sealed plastic containers. All food and containers are required to have your name, the name of the food or beverage, and the current date. Perishable items will be discarded after three days. Each neighborhood has refrigerators to use to store your food. Please don't hesitate to ask to have your goodies refrigerated to keep them fresh and out of reach of bugs and birds.

While birds are a joy to watch, it is important that we maintain a healthy environment at Hale Makua by keeping birds away from meal trays and food. We appreciate your cooperation in not feeding the birds.

## BEAUTICIAN / BARBER SERVICES

Beautician/barber services are available at Hale Makua for a reasonable fee. You may pay for these services out of your Resident Individual Account (see page 26). If you are interested, please let a neighborhood clerk know what services you would like, and he or she will ensure you have the available funds and schedule your appointment.

## MAIL

Mail that is addressed to you at Hale Makua will be delivered to your room. If you are out of your room when the mail is delivered or for some reason unable to handle your mail, it will be placed in the top drawer of your bedside table. You or your family should periodically check the drawer for mail. The Social Services team will also discuss and review the "Authorization to Open Resident Mail" form with you. Please refer to the community map for the location of the box for outgoing mail. Stamps may be purchased in the Kahului Business Office and the Wailuku Administration Office.

## TELEPHONES

We have cordless telephones on every neighborhood for your use, as well as phones in some common areas. Please ask any care partner if you need assistance with the phone.

Kahului:	North	442-4558	Wailuku:	Molokai	243-1759
	East	442-4556		Lanai	243-1747
	West	442-4557			
	Pikake	442-4553			
	Ilima	442-4552			
	Gardenia	442-4559			

If you want a telephone installed in your room, the telephone company requires you or a family member to contact them directly. You will receive a bill directly from the phone company. You may find it easier to sign up for a cell phone service. This service also needs to be arranged by you or your family or friend.

If you require calling assistance because of a speech or hearing disability, please let the neighborhood supervisor know. We will help you get connected with the Tele-communication Relay Service (TRS) provided by the phone company.

## LAUNDRY SERVICE

Hale Makua will wash and dry all of your clothes, as well as bed linens and

towels, which we provide. Please label all clothing with your name (last name, first initial) with an indelible laundry marker pen. It is best to mark them inside the collar at the back, or on the waistband near the brand label. For items such as socks, please mark them on cuffs. Please turn in your clothing to nursing staff so they can do an inventory and document what clothes you have. Hale Makua does not do dry cleaning. If you have items that need to be dry cleaned, please make your own arrangements for these services.

If your family prefers, they can take your personal laundry home to wash. Additionally, there is a washer and dryer in the communities' activity room that you can use if you wish to do your own laundry independently. There is no charge for using these machines.

## RELIGIOUS SERVICES

Religious services of various denominations are held at Hale Makua. The time and day are shown on the activity calendar. If you would like to be visited by a minister or spiritual advisor, please let your Care Team know.

## ACTIVITIES / THINGS TO DO

We believe that each resident's psycho-social, social, spiritual, community, creative, and recreational needs should be met in an atmosphere of caring, compassion and fun. A variety of programs are offered, including:

- ethnic/cultural entertainment
- community outings
- table games
- cooking sessions
- support groups
- art groups
- computers for your use are located in Activity centers

You will receive an Activity Calendar the first of each month, listing all our planned entertainment, outings, and groups. We believe in the importance of spontaneity, so unplanned events and activities pop up as well. Our Activities care partners will work with you and/or your family to provide for your individual activity needs.



## OUTINGS

If your physician permits, you may leave the community with your family or friends. Let the nurse know ahead of time so that any medication you need can be packaged for you to take with you. Everyone must sign out when leaving, and sign in when returning. There are books on each neighborhood for signing out and signing in. Please note that insurance companies have different reimbursement guidelines regarding residents being out of the community. The person signing you out of the community has full responsibility for your health and safety during the outing.

## VISITORS

Hale Makua places a high value on personal relationships and socialization. Visitation is highly correlated with improved quality of life. Visitors are viewed as advocates for residents and are encouraged and welcomed in our homes.

We do not have set visiting hours at Hale Makua; your family and friends of all ages may visit at any time. You also have a right to refuse or deny visits at any time. Please let staff know if you would like a private space when you have visitors. We may ask to change the location of a visit if it infringes on the rights of other residents. For example, if a late-night visit prevents your roommate from sleeping.

Between 8 p.m. and 6 a.m. the main entrance doors are locked for safety and security. You may still have visitors during these hours. Please ask them to use the phone at the Wailuku entrance, or the buzzer at the Kahului East entrance, which will alert staff to unlock the door.

Hale Makua will never deny your right to see any person who helps you with your health, social, legal, or other services. This means you have the right to meet and visit with representatives from the State, the Department of Human Services, the long-term care ombudsman, and agencies responsible for advocacy and protection.

On rare occasions, Hale Makua may find it necessary to require a visitor be supervised by staff during visits, such as when the visitor has been

disruptive or caused problems during visits. The police may be notified and involved if a visitor is disruptive or presents a safety threat to any resident, staff, or another visitor.

Hale Makua may occasionally need to control visitation to control the spread of infection. This may be limited to a specific area (one neighborhood) or to the entire home. In some instances, visitors may be asked to wear gloves, a mask, or other protective clothing to help control infection.

## PETS

We encourage and promote easy access to animal companionship, while providing a safe living environment for all residents, family, visitors, and staff.

Visiting Pets: You may have visits by your family pets as long as they are clean, safe, and do not bite or make a mess. Please talk to a staff person before bringing in a pet so they can review with you what the expectations are for visiting pets. Some local agencies also bring animals to Hale Makua for visits. If you are interested in a pet visit, ask any care partner to find out when their next visit is scheduled.

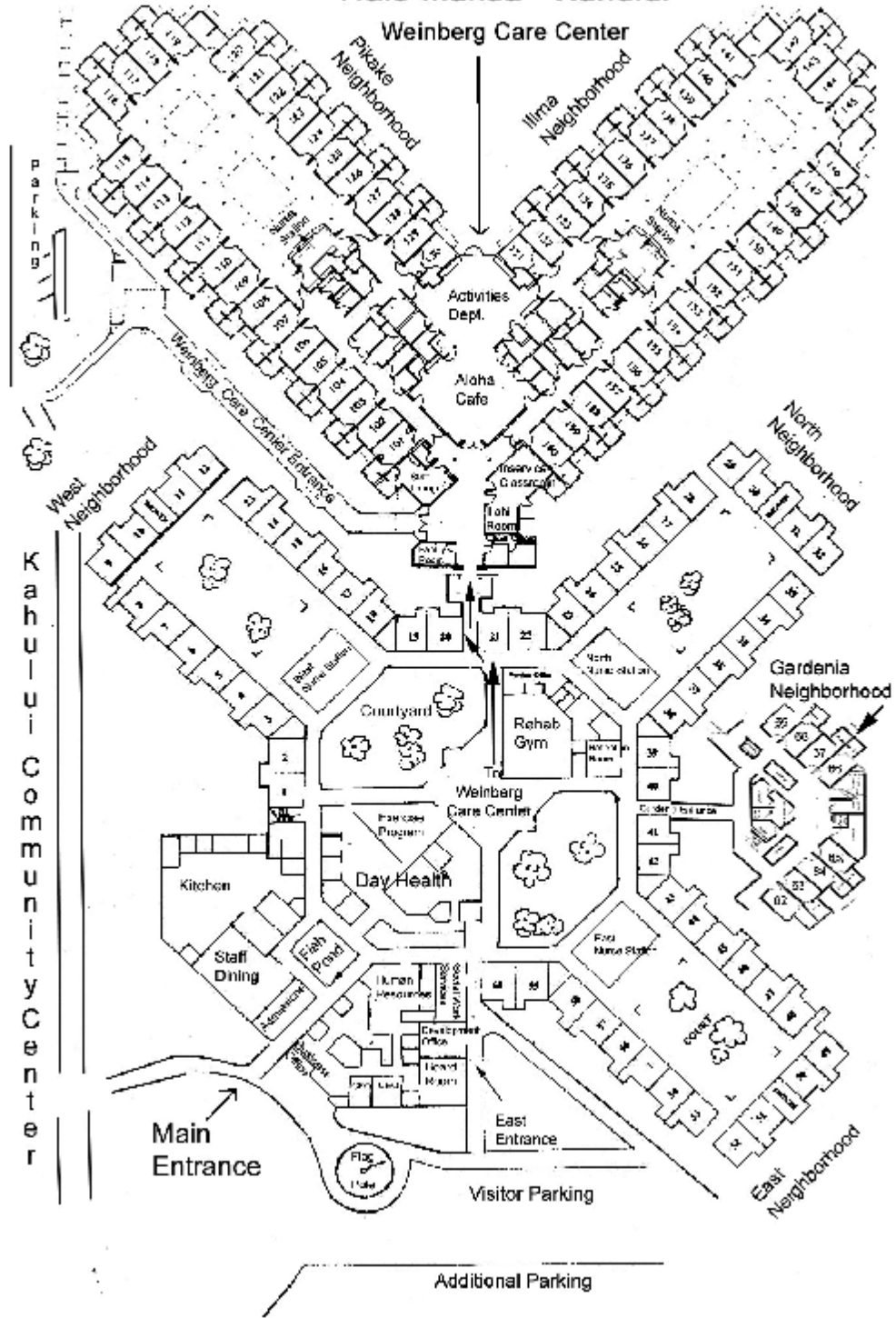
Live-In Pets: We know how beneficial it can be to have your pet with you. And, we know that it can be challenging in a group-living situation to meet everyone's needs since not everyone is a pet lover, some have allergies, etc. If you want to have your pet live with you at Hale Makua, we will hold a pre-admission screening meeting to discuss all aspects of the possibility, including who will feed and clean up after the animal, who will purchase and deliver food, who will transport to the veterinarian, and numerous other details. At that meeting, we will work together with you to determine whether or not we can accommodate the live-in animal. If it is determined that the pet can move in, the arrangement will be subject to a two-week trial period.

## PHOTOGRAPHY, VIDEO & AUDIO RECORDING

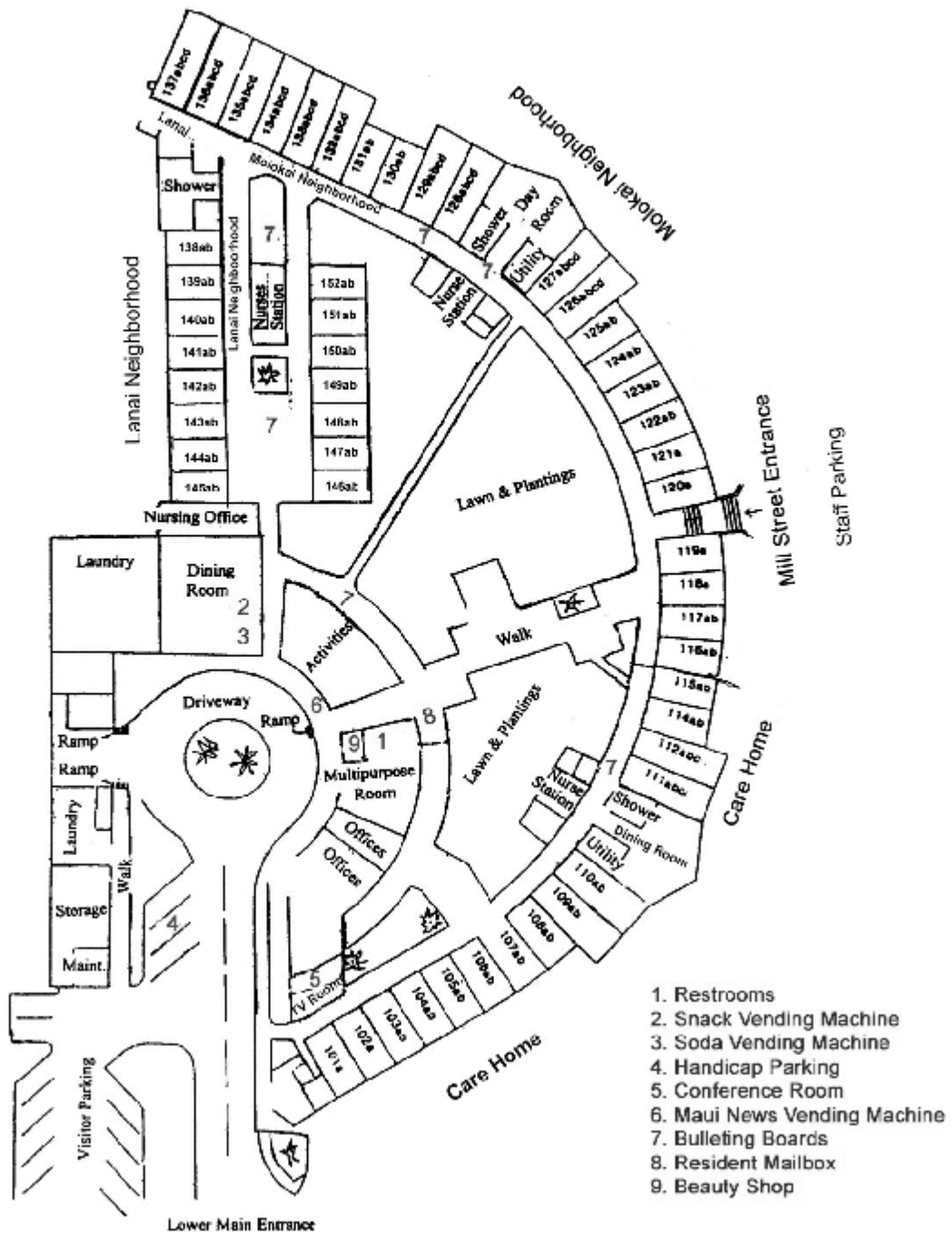
Residents, clients, and staff have a right to privacy, and a right to decide whether or not they wish to be photographed or recorded. They also have the right to determine how and where their photograph is used. You may not photograph or record others without their expressed consent. This policy

applies to all recording devices including cameras with film, digital cameras, cell phones, video cameras, and audio recorders.

# Hale Makua - Kahului



# WAILUKU FACILITY MAP



## PARKING

Hale Makua provides a number of complimentary parking stalls for visitor use. Please do not park in the driveways next to red curbs, which are for fire trucks and ambulances. We recommend that cars be locked and that no valuables be left in your car. Hale Makua is not responsible for stolen or damaged personal property.

### Kahului

Please park your car in a lot or along the unpainted curb on the Wailuku side of the driveway leading to the Weinberg Care Center. Handicapped parking is available in the Weinberg Care Center lot, and in the front parking lot, near the entrance closest to the Board Room and the Office of Development.

### Wailuku

The parking lot near our Lower Main Street entrance has handicapped parking and an accessible entrance. Parking is also available on Lower Main across the street from Hale Makua.

## FAMILY RESOURCE CENTER

Through a grant from AlohaCare, Hale Makua has established a Family Resource Center. It is located in the Kahului Weinberg Care Center Family Room, and contains a TV & VCR, educational videos, books, and pamphlets that may be helpful and supportive to your families. Your Care Team is happy to assist you with the equipment or any questions you may have about the Family Resource Center.

## SMOKING

Hale Makua is obligated to protect you from second-hand smoke. Therefore, and according to State law, smoking is permitted only in designated areas. The staff will advise you where these areas are, and what time restrictions may be in place for your safety.

## CONJUGAL VISITS

Quality of life is an important part of daily living at Hale Makua. We therefore want to assist residents who are interested, and who are consensual, to have conjugal visits with a spouse, domestic partner, or significant other. Please ask a charge nurse or social worker for assistance with setting up a private space.

## YOUR HEALTH CARE

### INDIVIDUALIZED CARE PLANS/ RESIDENT CARE CONFERENCE

Every resident at Hale Makua has an individualized care plan that describes your needs and how we are going to meet those needs.

Care plans are reviewed quarterly during a Resident Care Conference and as needed. You and your family are encouraged to participate in the Resident Care Conference. We encourage you to participate in creating and updating your care plan and to let us know at any time you or your family has a concern or question about it.

### MEDICATION/PHARMACY SERVICES

A physician must prescribe all medication given to you by the nurses. The pharmacy we use delivers medications to Hale Makua. The federal government requires the pharmacist be on call 24-hours-a-day to meet your needs. If you want to use another pharmacy, they must agree to meet the requirements established by the federal government.

If you want to take non-prescription medications, vitamins, mineral supplements, or herbal medicines, they must be approved by your physician. Please contact your Neighborhood Supervisor for further guidance before bringing any medications, vitamins or supplements into Hale Makua.

If you want to keep your medication at the bedside and take it yourself or take medications not provided by the pharmacy, we will assess whether that can be safely arranged. All medications kept at the bedside must be secured in a locked container.

## PHYSICIAN SERVICES

The physician of your choice supervises your medical care. When your physician is not available, the physician on call or the house physician will take over. Physicians are required by federal regulation to visit at least once every 30 days for the first 90 days after admission and at least once every 60 days after that. Our Medical Director provides overall supervision of medical services and sees that standards are maintained.

If you have the Kaiser Health Plan, care will be provided by a Kaiser physician and, for every other visit and day-to-day needs, a Nurse Practitioner.

The Nurses will contact your physician or the nurse practitioner for orders as needed. Should you want to see or talk to your physician, you may ask the nurse for his or her contact information.

## APPOINTMENTS OUTSIDE OF HALE MAKUA

If you need to leave Hale Makua for a medical appointment and your family cannot take you, Hale Makua may assist with transportation arrangements. A family member is encouraged to accompany you to your appointments.

## ADVANCE DIRECTIVES

Advance directives are a way for you to tell us what kind of care you want in the event you become too ill to speak for yourself. If you have not appointed someone to make healthcare decisions for you, and you are unable to make decisions for yourself, Hawaii State Law provides for health care decisions to be made by a surrogate decision maker. The Social Services Department will be happy to provide you with more information and resources.

## MEDICAL RECORDS

Hale Makua maintains and protects all of your records in accordance with federal and state guidelines, as well as Hale Makua's established policies and procedures. The Health Information Management Department can assist you or your representative in obtaining or inspecting a copy of the protected health information. To obtain or inspect a copy of the protected health



information, please ask any neighborhood clerk or Health Information Management staff, who can initiate the request for you. The cost of obtaining a copy is \$0.25 per page and a \$5 per 15 minutes administration fee; however, the cost will be waived if the record is sent directly to a physician's office for continuation of care.

## FINANCIAL

### BUSINESS OFFICE

The Business Office handles the financial functions at Hale Makua, which include billing, collection of payments, and RIAs (Resident Individual Accounts).

The Business Office is located at Hale Makua Kahului and is open Monday through Friday from 8 a.m. to 4:30 p.m. (except holidays) and can be reached at 877-2761. The Administrative Secretary in Wailuku can also help you with some Business Office functions.

After you are admitted to Hale Makua, you or your responsible party will receive a "Billing Questions and Answers" booklet. This booklet discusses the most commonly-asked billing questions, like where to make a payment, who to contact if your mailing address changes, etc. If you need another copy of this booklet please contact the Business Office at 873-6636 or 871-9235.

### PAYMENTS

**Bills:** If you owe Hale Makua any money for your stay, you will receive a bill from our Business Office. Please contact the Business Office at 871-9235 or 873-6636 for more information.

**Medicaid:** Medicaid is an income-based insurance program run by the State of Hawaii, and sometimes referred to as "welfare." There is an application process and you must meet the income eligibility standards. Our Admissions office can help you apply for Medicaid.

**Medicaid Cost Share:** When you are approved for Medicaid, the State MedQuest office will determine your Cost Share. That is the amount you must pay Hale Makua on your own. Usually, your Cost Share will be the

amount of your Social Security check minus \$50 that is meant to be used for your personal needs. If you have other income in addition to Social Security, that income will also be used for your Cost Share. It is important to pay your Cost Share first, before paying other bills.

Medicare: Medicare is a federal program that is not based on income. Your diagnosis and the services you need determine whether or not Medicare will pay for your care.

For information on what Medicare pays for, or for any payment/billing related questions, please refer to your Billing Questions and Answers Booklet, or contact the Business Office at 877-2761.

## YOUR MONEY: RESIDENT INDIVIDUAL ACCOUNTS

You may open a Resident Individual Account to hold your money. The account pays interest on any amount over \$50. We will provide you with a statement of your account every month. Most people put the \$50 from their Social Security check into their RIA every month. When you need money, you may request it from the neighborhood clerk or nurse, or a Business Office, Activities, or Social Services care partner.

If you want a large amount of money and the Business Office does not have the funds on hand, they will issue a check. It is important to plan ahead if you want a large amount of money as it takes the Business Office two days to get the check to you. The Business Office personnel will try their best to accommodate each request.

If you need money on the weekend or a holiday when the offices are closed, contact the Activity Department. They keep a small amount of money available for such requests.

## RIGHTS AND RESPONSIBILITIES

### YOUR SATISFACTION

Resident satisfaction is a key part of quality care, and an important goal of everyone at Hale Makua. Satisfied residents enjoy maximum physical and emotional comfort, which includes:

- being as free from pain and discomfort as possible
- having physical needs met quickly and courteously
- being treated with compassion and respect
- being informed of what is happening with their care and why
- maintaining privacy and dignity

To help us ensure your satisfaction, we encourage you and your family to communicate openly with all Hale Makua care partners and let us know of any concerns you may have. We welcome your comments, suggestions, and concerns.

### YOUR RIGHTS AS A RESIDENT

Hale Makua is committed to providing services in an atmosphere of dignity and respect. We support you in exercising your rights. Exercising rights means that you have the freedom to choose, to the maximum extent possible, how you wish to live your everyday life and receive care.

All residents at Hale Makua have the right to:

- A dignified existence, self-determination, and communication with and access to persons and services inside and outside the nursing home.
- Exercise his or her rights as a resident of the nursing home and as a citizen or resident of the United States.
- Be free of interference, coercion, discrimination, and reprisal from the nursing home in exercising his or her rights.
- Upon an oral or written request, access all records pertaining to himself or herself including current clinical records, within 24 hours (excluding weekends and holidays).
- After receipt of his or her records for inspection, to purchase at a cost not to exceed the community standard, photocopies of the records or any portions or them upon request and 2 working days advance notice to the nursing home.

- Be fully informed in language that he or she can understand, of his or her total health status, including but not limited to, his or her medical condition.
- Be fully informed in advance about care, treatment, and of any changes to care or treatment that may affect the resident's well-being.
- Refuse treatment, to refuse to participate in experimental research, and to formulate an advance directive.
- Be informed, both orally and in writing in a language that the resident understands, of his or her rights and all rules and regulations governing resident conduct and responsibilities during the stay in the nursing home.
- Be informed in writing if he or she is eligible for Medicaid benefits:
  - of the items and services that are included in the nursing home services under the State plan and for which the resident may not be charged,
  - other items and services the nursing home offers and for which the resident may be charged, and the amount of those charges, and
  - be informed when changes are made to the items and services above.
- Be informed, before, at the time of admission, and periodically during the resident's stay, of services available in the nursing home and of charges for those services, including any charges for services not covered under Medicare or by the nursing home's per diem rate.
- Be furnished with a written description of legal rights which includes:
  - A description of the manner of protecting personal funds
  - A description of the requirements and procedures for establishing eligibility for Medicaid
  - A posting of names, addresses, and telephone numbers of all pertinent State client advocacy groups.
  - A statement that the resident may file a complaint with the State survey and certification agency concerning resident abuse, neglect, and misappropriation of resident property in the facility, and non-compliance with the advance directives requirements.
- Be informed of the name, specialty, and contact information for the physician responsible for the resident's care.
- Have prominently displayed, information about how to apply for and use Medicare and Medicaid benefits, and how to receive refunds for previous payment covered by such benefits.
- Be informed, and to have their physician, legal representative, and interested family member also be informed, of:
  - An accident involving the resident which results in injury and has

- the potential for requiring physician intervention
  - A significant change in the resident's physical, mental, or psychosocial status
  - A need to alter treatment significantly
  - A decision to transfer or discharge the resident from the nursing home
- Be informed, and to have their legal representative be informed when there is:
  - A change in room or roommate assignment
  - A change in resident rights under Federal or State law or regulations
- Manage his or her financial affairs, and to be informed they are not required to deposit personal funds with the facility
- Authorize the facility to safeguard, manage, and account for the resident's personal funds
- Choose a personal attending physician
- Privacy and Confidentiality
- Voice grievances without discrimination or reprisal, and to have the facility make prompt efforts to resolve those grievances
- Examine the results of the most recent survey of the facility conducted by Federal or State surveyors and any plan of correction in effect with respect to the facility.
- Receive information from agencies acting as client advocates, and be afforded the opportunity to contact these agencies.
- Refuse to perform services for the facility, and to perform services for the facility if he or she chooses.
- Privacy in written communication, including sending and promptly receiving mail that is unopened, and to have access to stationery, postage, and writing implements at the resident's own expense.
- Access to their family, any advocacy agencies, State or Federal entities, or others who provide health, social, legal, or other services, or who are visiting with the consent of the resident.
- Reasonable access to the use of a telephone where calls can be made without being overheard
- Retain and use personal possessions, including some furnishings and appropriate clothing, as space permits, unless to do so would infringe upon the rights or health and safety of other residents.
- Share a room with his or her spouse when married residents live in the same facility and both spouses consent to the arrangement.
- Self administer drugs when the IDT has determined this practice is safe

- Refuse certain transfers, as described in §483.10(o) through §483.12(b)(4).
- Equal access to quality care.

## STAFF RIGHTS

Just as you have the right to be treated with dignity and respect, employee care partners deserve the same consideration. Resident and staff satisfaction are intertwined and depend on mutual respect and acceptable conduct. Staff members have the right to be free of intentional mistreatment, intimidation, or harassment in any form. If necessary, we will take appropriate action to protect staff rights.

## BED HOLD POLICY

If you have to go to the hospital, we will hold your bed for up to three calendar days at no charge.

If you are able to return to Hale Makua within three calendar days with the same healthcare needs as when you left, you will be readmitted to the same bed.

If we determine that we can continue to meet your needs, and you have been gone more than three days, we may not be able to hold your bed. You may have to move into a different room, a different bed within the same room, or possibly a different Hale Makua location (Kahului or Wailuku). There may be a wait for an appropriate room and bed where your needs can best be met.

If there is a change in your condition, we will have to re-assess whether Hale Makua can meet your needs. Each situation is evaluated individually.

If we determine that we cannot meet your needs, we will not offer readmission. If this happens, we will notify you or your representative verbally and in writing. The letter will include information on how to appeal.

## ROOM CHANGES

Hale Makua makes every effort to place you in a room that is satisfactory. Sometimes, all of the rooms are full, and it is not possible to meet a room request at the outset.

It is the policy of Hale Makua that when a person has a complaint about their room or roommate, the person making the complaint will be offered the choice to be moved as soon as is practical. If you wish to change rooms, please let a staff member know.

From time to time for operational reasons, we may have to make changes in rooms and/or roommates. We will notify you and/or your representative verbally and in writing if we need to initiate a room or roommate change.

## NONDISCRIMINATION

Hale Makua Health Services complies with applicable Federal civil rights laws and does not discriminate on the basis of race, gender, pregnancy, age, religion, color, ancestry, national origin, military/veteran status, citizenship, disability, marital status, genetic information, credit history, sexual orientation, arrest and court record, gender identity and expression, domestic or sexual violence victim status, or other grounds protected under state and/or federal law. Hale Makua Health Services does not exclude people or treat them differently because belonging to one or more of these classes or groups.

We provide free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

We provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Ted Tucker.

If you believe that Hale Makua Health Services has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Ted Tucker, Chief Human Resources & Compliance Officer/Civil Rights Coordinator, 472 Kaulana Street, Kahului, HI 96732, Direct: (808) 871-9220, Speech-to-Speech Line: (877) 447-8711, TTY: (877) 447-5990 Fax: (808) 871-92677, Email: [tedt@halemakua.org](mailto:tedt@halemakua.org). You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, Ted Tucker is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

**U.S. Department of Health and Human Services**

200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>.

**Availability of Language Services for Persons with Limited English Proficiency (LEP)**

**Ilokano (Ilocano)**

PAKDAAR: Nu saritaem ti Ilocano, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Awagan ti 1-888-808-9008, PIN Code: 1332528 (TTY: 1-877-447-5990).

**Tagalog (Tagalog – Filipino)**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-808-9008, PIN Code: 1332528 (TTY: 1-877-447-5990).

**日本語 (Japanese)**

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-888-808-9008, PIN Code: 1332528 (TTY: 1-877-447-5990) まで、お電話にてご連絡ください。

**繁體中文 (Chinese)**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-888-808-9008, PIN Code: 1332528 (TTY: 1-877-447-5990)



### **한국어 (Korean)**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-808-9008, PIN Code: 1332528 (TTY: 1-877-447-5990). 번으로 전화해 주십시오.

### **Español (Spanish)**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-808-9008, PIN Code: 1332528 (TTY: 1-877-447-5990).

### **Tiếng Việt (Vietnamese)**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-808-9008, PIN Code: 1332528 (TTY: 1-877-447-5990).

### **Gagana fa'a Sāmoa (Samoan)**

MO LOU SILAFIA: Afai e te tautala Gagana fa'a Sāmoa, o loo iai auaunaga fesoasoan, e fai fua e leai se totoi, mo oe, Telefoni mai: 1-888-808-9008, PIN Code: 1332528 (TTY: 1-877-447-5990).

### **Foosun Chuuk (Trukese)**

MEI AUCHEA: Ika iei foosun fonuomw: Foosun Chuuk, iwe en mei tongeni omw kopwe angei aninisin chiakku, ese kamo. Kori 1-888-808-9008, PIN Code: 1332528 (TTY: 1-877-447-5990).

### **ho'okomo 'ōlelo (Hawaiian)**

E NĀNĀ MAI: Inā ho'opuka 'oe i ka 'ōlelo [ho'okomo 'ōlelo], loa'a ke kōkua manuahi iā 'oe. E kelepona iā 1-888-808-9008, PIN Code: 1332528 (TTY: 1-877-447-5990).

### **Kajin Majōl (Marshallese)**

LALE: Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jermal in jipañ ilo kajin ñe am ejjelok wōñāñ. Kaalok 1-888-808-9008, PIN Code: 1332528 (TTY: 1-877-447-5990).

### **Bisaya (Bisayan)**

ATENSYON: Kung nagsulti ka og Cebuano, aduna kay magamit nga mga serbisyo sa tabang sa lengguwahe, nga walay bayad. Tawag sa 1-888-808-9008, PIN Code: 1332528 (TTY: 1-877-447-5990).

### **Tonga (Tongan)**

FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia. Telefoni mai 1-888-808-9008, PIN Code: 1332528 (TTY: 1-877-447-5990).

### **ພາສາລາວ (Lao)**

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-888-808-9008, PIN Code: 1332528 (TTY: 1-877-447-5990).

## OMBUDSMAN

The State of Hawaii has an Ombudsman whose role it is to advocate for the residents in Long-Term Care. If you wish to contact the Long-Term Care Ombudsman, he can be reached at 808-586-0100, toll free at 800-984-2400, or by email at [john.mcdermott@doh.hawaii.gov](mailto:john.mcdermott@doh.hawaii.gov).

## NOTICE OF PRIVACY PRACTICES

***IMPORTANT: THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE READ IT CAREFULLY.***

Hale Makua Health Services and all associates at all locations are required by law to maintain the privacy of patients' Protected Health Information (PHI) and to provide individuals with the following Notice of the legal duties and privacy practices with respect to PHI. We are required to abide by the terms of this Notice. We reserve the right to change the terms of this Notice and these new terms will affect all PHI that we maintain at that time.

**In certain circumstances we may use and disclose PHI about you without your written consent:**

**For Treatment:** We will use health information about you to provide you with medical treatment or services. We will disclose PHI about you to doctors, nurses, technicians, students in health care training programs, or other personnel who are involved in taking care of you. For example, a doctor treating you for a broken leg may need to know if you have diabetes because diabetes might slow the healing process. In addition, a doctor in the facility may need to tell the dietitian if you have diabetes so that we can arrange for appropriate meals. Different departments of Hale Makua Health Services may share health information about you in order to coordinate the

services you need, such as prescriptions, lab work and x-rays. We may disclose health information about you to people outside Hale Makua Health Services who provide your medical care like hospitals, laboratories or other doctors.

**For Payment:** We will use and disclose information to other health care providers to assist in the payment of your bills. We will use it to send bills and collect payment from you, your insurance company, or other payers, such as Medicare, for the care, treatment, and other related services you receive. We may tell your health insurer about a treatment your doctor has recommended to obtain prior approval to determine whether your plan will cover the cost of the treatment.

**For Health Care Operations:** We may use and disclose PHI about you for the purpose of our business operations. These business uses and disclosures are necessary to make sure that our patients receive quality care and cost effective services. For example, we may use PHI to review the quality of our treatment and services, and to evaluate the performance of our staff, contracted employees and students in caring for you.

**Business Associates:** We may use or disclose your PHI to an outside company that assists us in operating our health system. They perform various services for us. This includes, but is not limited to, auditing, accreditation, legal services, and consulting services. These outside companies are called "business associates" and they contract with us to keep any PHI received from us confidential in the same way we do. These companies may create or receive PHI on our behalf.

**Family Members and Friends:** If you agree, do not object, or we reasonably infer that there is no objection, we may disclose PHI about you to a family member, relative, or another person identified by you who is

involved in your health care or payment for your health care. If you are not present or are incapacitated or it is an emergency or disaster relief situation, we will use our professional judgment to determine whether disclosing limited PHI is in your best interest under the circumstances. We may disclose PHI to a family member, relative, or another person who was involved in the health care or payment for health care of a deceased individual if not inconsistent with the prior expressed preferences of the individual that are known to Hale Makua Health Services. But you also have the right to request a restriction on our disclosure of your PHI to someone who is involved in your care.

**Appointments:** We may use and disclose PHI to contact you for appointment reminders and to communicate necessary information about your appointment.

**Contacting you:** We may contact you about treatment alternatives or other health benefits or services that might be of interest to you.

**Directory:** If you are admitted to a Hale Makua Health Services facility, we may list certain information about you, such as your name, your location in the nursing facility, a general description of your condition that does not communicate specific medical information, and your religious affiliation, in a facility directory. The facility can disclose this information, except for your religious affiliation, to people who ask for you by name. Your religious affiliation may be given to members of the clergy even if they do not ask for you by name. You may request that no information contained in the directory be disclosed. To restrict use of information listed in the directory, please inform the admitting staff or your nurse. They will assist you in this request. In emergency circumstances, if you are unable to communicate your preference, you will be listed in the directory.

**Fundraising Activities:** If you opted in, we may use PHI, such as your name, address, phone number, the dates you received services, the program from which you received service, your treating physician, outcome information, and health insurance status to contact you to raise money for Hale Makua Health Services interests. We may share this information with a foundation associated with Hale Makua Health Services to work on our behalf. If you do not want Hale Makua Health Services or its affiliates to contact you for our fundraising and you wish to opt out these contacts, or if you wish to opt back in to these contacts, you must call or email the Hale Makua Health Services Office of Development at (808) 873-6616, [deniset@halemakua.org](mailto:deniset@halemakua.org).

**Required or Permitted by Law:** We may use or disclose your PHI when required or permitted to do so by federal, state, or local law.

**Public Health Activities:** We may use or disclose your PHI for public health activities that are permitted or required by law. For example, we may disclose your PHI in certain circumstances to control or prevent a communicable disease, injury or disability; to report births and deaths; and for public health oversight activities or interventions. We may disclose your PHI to the Food and Drug Administration (FDA) to report adverse events or product defects, to track products, to enable product recalls, or to conduct post-market surveillance as required by law or to a state or federal government agency to facilitate their functions. We also may disclose protected health information, if directed by a public health authority, to a foreign government agency that is collaborating with the public health authority.

**Health Oversight Activities:** We may disclose your PHI to a health oversight agency for activities authorized by law. For example, these

oversight activities may include audits; investigations; inspections; licensure or disciplinary actions; or civil, administrative, or criminal proceedings or actions. Oversight agencies seeking this information include government agencies that oversee the health care system, government benefit programs, other government regulatory programs, and government agencies that ensure compliance with civil rights laws.

**Lawsuits and Other Legal Proceedings:** We may disclose your PHI in the course of any judicial or administrative proceeding or in response to an order of a court or administrative tribunal (to the extent such disclosure is expressly authorized). If certain conditions are met, we may also disclose your protected health information in response to a subpoena, a discovery request, or other lawful process.

**Abuse or Neglect:** We may disclose your PHI to a government authority that is authorized by law to receive reports of abuse, neglect, or domestic violence. Additionally, as required by law, if we believe you have been a victim of abuse, neglect, or domestic violence, we may disclose your protected health information to a governmental entity authorized to receive such information.

**Law Enforcement:** Under certain conditions, we also may disclose your PHI to law enforcement officials for law enforcement purposes. These law enforcement purposes include, by way of example, (1) responding to a court order or similar process; (2) as necessary to locate or identify a suspect, fugitive, material witness, or missing person; (3) reporting suspicious wounds, burns or other physical injuries; or (4) as relating to the victim of a crime.

**To Prevent a Serious Threat to Health or Safety:** Consistent with applicable laws, we may disclose your PHI if disclosure is necessary to

prevent or lessen a serious and imminent threat to the health or safety of a person or the public. We also may disclose protected health information if it is necessary for law enforcement authorities to identify or apprehend an individual.

**Coroners, Medical Examiners and Funeral Directors:** We may release your PHI to a coroner or medical examiner. This may be necessary, for example, to identify a deceased person or to determine the cause of death. We may also release your PHI to a funeral director, as necessary, to carry out his/her duties.

**Organ, Eye and Tissue Donation:** We will disclose PHI to organizations that obtain, bank or transplant organs or tissues.

**Research:** Hale Makua Health Services may use and share your health information for certain kinds of research. For example, a research project may involve comparing the health and recovery of all patients who received one medication to those who received another, for the same condition. All research projects, however, are subject to a special approval process. In some instances, the law allows us to do some research using your PHI without your approval.

**Workers' Compensation:** We will disclose your health information that is reasonably related to a workers' compensation illness or injury following written request by your employer, workers' compensation insurer, or their representative.

**Employer Sponsored Health and Wellness Services:** We maintain PHI about employer sponsored health and wellness services we provide our patients, including services provided at their employment site. We will use the PHI to provide you medical treatment or services and will disclose the information about you to others who provide you medical care.

**Shared Medical Record/Health Information Exchanges:** We maintain PHI about our patients in shared electronic medical records that allow the Hale Makua Health Services associates to share PHI. We may also participate in various electronic health information exchanges that facilitate access to PHI by other health care providers who provide you care. For example, if you are admitted on an emergency basis to another health care facility that participates in the health information exchange, the exchange will allow us to make your PHI available electronically to those who need it to treat you.

### **Other Uses and Disclosures of PHI**

Most uses and disclosures of psychotherapy notes, uses and disclosures of PHI for marketing purposes and disclosures that constitute the sale of PHI require your written authorization. Other uses and disclosures of your PHI that are not described above will be made only with your written authorization. If you provide Hale Makua Health Services with an authorization, you may revoke the authorization in writing, and this revocation will be effective for future uses and disclosures of PHI. However, the revocation will not be effective for information that we have used or disclosed in reliance on the authorization.

### **Your Rights Regarding Your PHI:**

**The Right to Access to Your Own Health Information:** You have the right to inspect and copy most of your protected health information for as long as we maintain it as required by law. All requests for access must be made in writing. We may charge you a nominal fee for each page copied and postage if applicable. You also have the right to ask for a summary of



this information. If you request a summary, we may charge you a nominal fee. Please contact the Hale Makua Health Services Health Information Department with any questions or requests.

**Right to Request Restrictions:** You have the right to request certain restrictions of our use or disclosure of your PHI. We are not required to agree to your request in most cases. But if Hale Makua Health Services agrees to the restriction, we will comply with your request unless the information is needed to provide you emergency treatment. Hale Makua Health Services will agree to restrict disclosure of PHI about an individual to a health plan if the purpose of the disclosure is to carry out payment or health care operations and the PHI pertains solely to a service for which the individual, or a person other than the health plan, has paid Hale Makua Health Services in full. For example, if a patient pays for a service completely out of pocket and asks Hale Makua Health Services not to tell his/her insurance company about it, we will abide by this request. A request for restriction should be made in writing. To request a restriction you must contact Health Information Department. We reserve the right to terminate any previously agreed-to restrictions (other than a restriction we are required to agree to by law). We will inform you of the termination of the agreed-to restriction and such termination will only be effective with respect to PHI created after we inform you of the termination.

**Right to Request Confidential Communications:** If you believe that a disclosure of all or part of your PHI may endanger you, you may request in writing that we communicate with you in an alternative manner or at an alternative location. For example, you may ask that all communications be sent to your work address. Your request must specify the alternative means or location for communication with you. It also must state that the

disclosure of all or part of the PHI in a manner inconsistent with your instructions would put you in danger. We will accommodate a request for confidential communications that is reasonable and that states that the disclosure of all or part of your protected health information could endanger you.

**Right to be Notified of a Breach:** You have the right to be notified in the event that we (or one of our Business Associates) discovers a breach of unsecured protected health information involving your medical information.

**Right to Inspect and Copy:** You have the right to inspect and receive a copy of PHI about you that may be used to make decisions about your health. A request to inspect your records may be made to your nurse or doctor while you are an inpatient or to the Health Information Department while an outpatient. For copies of your PHI, requests must go to the Health Information Department. For PHI in a designated record set that is maintained in an electronic format, you can request an electronic copy of such information. There may be a charge for these copies.

**Right to Amend:** If you feel that PHI we have about you is incorrect or incomplete, you may ask us to amend the information for as long as Hale Makua Health Services maintains the information. Requests for amending your PHI should be made to the Health Information Department. The Hale Makua Health Services personnel who maintain the information will respond to your request usually within 60 days after you submit the written amendment request form. If we deny your request, we will provide you a written explanation. You may respond with a statement of disagreement to be appended to the information you wanted amended. If we accept your request to amend the information, we will make reasonable efforts to inform

others, including people you name, of the amendment and to include the changes in any future disclosures of that information.

**Right to an Accounting:** With some exceptions, you have the right to receive an accounting of certain disclosures of your PHI. A nominal fee will be charged for the record search.

**Complaints:** You may submit any complaints with respect to violations of your privacy rights to the Hale Makua Health Services Corporate Compliance/Privacy Officer. You may also file a complaint with the Secretary of the U.S. Department of Health and Human Services if you feel that your rights have been violated. There will be no retaliation from Hale Makua Health Services for making a complaint.

**Changes to this Notice** If we make a material change to this Notice, we will provide a revised Notice available at [www.halemakua.org](http://www.halemakua.org).

**Contact Information** Unless otherwise specified, to exercise any of the rights described in this Notice, for more information, or to file a complaint, please contact the Corporate Compliance/Privacy Officer at (808) 871-9220.

Revised August 2013

## ABOUT HALE MAKUA HEALTH SERVICES

Hale Makua Health Services is a modern organization that provides Maui's residents with home- and community-based healthcare programs. Its roots are firmly planted in the island community and a long and rich tradition of caring. Hale Makua Health Services is a private, nonprofit Hawaii corporation whose policies are established by a voluntary, non-paid Board of Directors. These dedicated Directors who give so generously of their time represent a cross section of the community at large.

Hale Makua Health Services was originally founded in 1946 as "Hale Makua," a 24-bed structure built by the community in Happy Valley to provide a home for aging men. In 1953, Malulani Hospital facilities were transferred to the trustees of Hale Makua to meet the growing need for expansion. Replacing the old structure in 1966, the present Hale Makua Long-Term Care community in Wailuku can accommodate 90 residents in an indoor-outdoor design that takes advantage of Maui's unique environment.

The Hale Makua Kahului community opened its doors in 1978 with accommodations for 124. In 1996, we opened the Harry & Jeanette Weinberg Long-Term Care wing, adding rooms for 118 people. In 2006, the Gardenia neighborhood was opened in Kahului, adding accommodations for 16 additional residents. The two communities now have a capacity of 344 and offer a broad spectrum of services including physical therapy, occupational therapy, speech therapy, nursing, and medical social work services to persons of all ages.

Since 1968, Home Health by Hale Makua has been providing professional health services to physician-referred, home-bound Mauians.

In 2005, Hale Makua Health Services again expanded our services to the Maui community by offering Rehab by Hale Makua. Now, you don't have to be a Hale Makua resident to benefit from our state-of-the-art rehabilitation program. People who are living at home while recovering from hip or knee replacement, from spinal chord injury, stroke, or any other surgery or injury, can receive physical therapy, occupational therapy, speech therapy, and/or hand therapy on their physician's orders, from Rehab by Hale Makua on an *outpatient basis*.

Recognizing the growing need in our community, Hale Makua Health Services has forged ahead with innovative programs such as Adult Day

Health by Hale Makua. Since 1986 Adult Day Health by Hale Makua is the only adult day healthcare program on Maui certified and licensed by the Hawaii Department of Health. The program provides care coordinated by an interdisciplinary team, which includes a social worker, dietitian, activities professional, and nurse. Adult day healthcare must be prescribed by a physician and is intended for individuals who need assistance with activities of daily living. Our goal is to maintain or restore to the fullest extent possible a participant's ability to remain in their home and community for as long as physically possible. The program also affords caregivers respite from the demanding responsibilities of care giving.

In 2008 our Board of Directors decided to expand the *Hale Makua* name to *Hale Makua Health Services* in order to reflect the breadth of diverse healthcare programs and services provided to Maui's residents of all ages. Hale Makua Health Services' two long-term care communities for the elderly and disabled in Kahului and Wailuku are still known by the widely recognized name of "Hale Makua."

Responding to the need for more home- and community-based services, Hale Makua Health Services converted one neighborhood of the nursing home in Wailuku to an Adult Residential Care Home in 2012. Care Homes by Hale Makua can serve up to 22 adults who are mostly independent but who may have some age-related sensory reductions or need minimal assistance with activities of daily living.

Hale Makua Health Services continues to respond to the evolving healthcare needs of the Maui community in a time where the demands on the healthcare industry continue to increase as Baby Boomers age. We want our community to count on and look to Hale Makua Health Services as the premier provider of excellent home- and community-based healthcare services, in addition to a place where our family or friends can live with compassionate care when they can no longer reside safely at home.