



Medicare Hospice Patients

Know Your Rights, Take Action



Research Your Choices for Hospice Care

Read the [Medicare Hospice Booklet](#).

Ask trusted friends and medical professionals for advice.

Interview prospective hospice providers.

Use [Hospice Compare](#) as one of your resources.



Know What to Expect

Hospice care is palliative, rather than curative.

Your hospice must develop an individualized written plan of care for you.

Your plan of care must reflect your and your family's goals.

Your hospice must provide services consistent with the plan.

Report any instances of abuse, neglect or poor care.



Take Action Against Poor Care

Talk to the hospice provider and your loved ones if you've experienced abuse, neglect or poor conditions.

Report any instances of abuse, neglect or poor care to the:

- Hospice Administrator
- State Department of Health
- 1-800-MEDICARE (1-800-633-4227)
- Police, if you believe a crime has been committed

Research other hospice providers in your area—
you may change your designated hospice provider once
in each election period.

OIG's mission is to protect the integrity of HHS programs as well as the health and well being of the people served by those programs. Visit oig.hhs.gov/hospice to learn more about OIG's efforts to improve the Medicare Hospice Benefit.