

conditions that will not be accepted by the hospital or the facility, or includes any other criteria relating to the transfer of residents (such as priorities for persons on waiting lists), such restrictions or criteria shall be the same as those applied by the hospital or facility.

(c) Execution of Agreement. The transfer agreement shall be in writing and shall be signed by individuals authorized to execute such agreements on behalf of the facilities, or, in case the two (2) facilities are under common control, there shall be a written policy or order signed by the person or body which controls them.

(i) The terms of the transfer agreement shall be established jointly by both facilities when the hospital and the facility are not under common control.

(ii) Each facility participating in the agreement shall retain a current copy of the agreement.

(d) Specification of Responsibilities. The transfer agreement shall specify the responsibilities each facility assumes in the transfer of residents and information between the hospital and the facility.

(i) The agreement shall establish responsibility for notifying the other facility promptly of the impending transfer of a resident, arranging for appropriate and safe transportation, and arranging for the care of residents during the transfer.

#### Section 19. Grievances and Complaints.

(a) Every resident in a Nursing Care Facility shall have the right to:

(i) Upon admission, review the Nursing Care Facility grievances and complaint process and receive updated information at six (6) month intervals.

(ii) Voice grievances and complaints on behalf of themselves or others without discrimination or reprisal.

(iii) Have available in a conspicuous place telephone numbers and addresses of the Long-Term Care Ombudsman, Protection and Advocacy, the local Department of Family Services Adult Protection office, the Medicaid Fraud Control Unit, the Wyoming State Survey Agency, and the facility's grievance/complaint representative.

#### Section 20. Grievance Investigations.

(a) Each Nursing Care Facility shall establish a system of reviewing allegations of violations of residents' rights and develop internal operating procedures for reporting and resolution.

(i) In order to ensure that residents continue to be aware of these rights and responsibilities, a written copy is to be prominently posted in a location that is available to all residents.

(ii) Prompt efforts must be demonstrated by the facility to resolve grievances the resident may have, including those with respect to the behavior of other residents and the services provided by the facility.