

## McLaren Print System Order

Order No: 43593  
 Order Date: 2019-03-14  
 User: Verna Lee  
 Phone: 989-370-2708

Ship Location: Primary Care, Inc. Attn: Sandy H  
 5170 Rifle River Trail  
 Alger, MI 48610

Brochures  
 Quantity: 1  
 Paragon Dept No: 69280  
 Dept Name: Primary Care, Inc. - RR  
 Company Number: 810

Order Total Price: 8.00

Item Number: MHCC-540-A  
 Item Description: Patient Rights Sign (MMG 16 x 20)  
 Revision Date: 6/2018  
 Print:  
 Paper:  
 Size:  
 Fold:  
 Finish:  
 Drill:  
 Misc Info: Finish size: 16 x 20 inches; CLC; no bleed



### PATIENT RIGHTS

All patients of McLaren Medical Group (MMG) have the rights listed below.

- No Discrimination.** A patient will not be denied appropriate care on the basis of race, religion, color, national origin, sex, age, disability, marital status, sexual orientation, or source of payment.
- Appropriate access.** Each patient, physically able or visually impaired, will be afforded appropriate physical access to MMG facilities.
- Effective communication.** Each patient will be provided with effective means of communication that consider his/her hearing, speech, vision, and language needs.
- Respect.** A patient is entitled to be treated with dignity and to receive care that is respectful of his/her personal, spiritual, and cultural needs.
- Privacy of rights.** A patient is entitled to exercise his/her rights as a patient and as a consumer free from restraint, interference, coercion, discrimination, or reprisal. A patient's civil and religious freedoms, including the right to independent personal decisions, shall not be infringed.
- Confidentiality of records.** A patient or former patient is entitled to confidential treatment of his/her personal and medical records. A third party shall not be allowed access to this information without the prior authorization of the patient, except as required because of a transfer to another health care facility, or as required by law or a third party payment contract.
- Retention of medical records.** A patient or former patient is entitled to request his/her medical records upon request, or to request for a reasonable fee, a copy of the medical record.
- Wrongly.** A patient is entitled to privacy for his/her medical records, to treatment and to copying for his/her personal needs.
- Appropriate care.** A patient is entitled to receive adequate and appropriate care.
- Advance directives.** A patient has the right to make advance directives for his/her care. A designated representative to make decisions on his/her behalf, or to receive information on his/her behalf, to make an advance directive.
- Information about treatment.** A patient is entitled to receive the following from the appropriate individual, information about his/her medical condition, proposed course of treatment, prognosis for recovery, and available choices for treatment. Information to receive the patient can understand. A patient is entitled to know who is responsible for and who is providing his/her about MMG.
- Participate in care decisions.** A patient is entitled to participate in decisions about his/her plan for treatment.
- Participate in care decisions.** A patient may choose whether or not to have health insurance provided by the health care provider.
- Refuse.** A patient has the right to refuse the orders when he or she disagrees, including, but not limited to, a specific, identifiable patient (including a case case domestic partner), another family member, or a friend, and has the right to withdraw or deny such consent at any time. A patient's order will not be restricted, limited, or otherwise denied without his/her consent, on a basis of race, color, national origin, religion, sex, genetic identity, sexual orientation, or disability.
- Experimental procedures/treatment.** A patient is entitled to information concerning an experimental procedure proposed as part of his/her care and shall have the right to refuse to participate in the experiment without jeopardizing his/her continuing care.
- Risk Management.** Every patient has the right to have his/her care assessed and appropriately managed.
- Refusal of treatment.** A patient is entitled to refuse treatment to the extent permitted by law and to be informed of the consequences of that refusal. However, when a refusal of treatment prevents MMG or the physician from providing appropriate care according to ethical and professional standards, MMG or physician may terminate the relationship with the patient.
- Prevent from restraint and abuse.** A patient is entitled to be free from mental and physical abuse and from physical and chemical restraints except those restraints essential to a clinical protocol for sedating, blood drawing, anesthesia, etc., where confinement is necessary for the patient's safety in the implementation of such procedures.
- Reasonable safety.** A patient is entitled to expect reasonable safety as to MMG's practices and procedures.
- Explanation of the bill.** A patient is entitled to receive and examine an explanation of his/her bill, regardless of the source of payment and to receive, upon request, information relating to financial assistance available through MMG.
- No services by patient.** A patient is entitled to be free from performing services for MMG that are considered for therapeutic purposes in the patient's plan of care.
- Information about working conditions.** A patient is entitled to information about procedures for retention, denial, or modification of patient contracts. If a patient believes that he/she is not able to exercise any of the foregoing rights, the patient is invited to contact Patient Experience at (989) 300-0000.

### PATIENT RESPONSIBILITIES

Each patient of McLaren Medical Group is expected to carry out the responsibilities listed below.

- Advance directives.** Each patient shall provide a copy of an advance directive, if completed, to his/her health care provider.
- Change in insurance.** Each patient is responsible for notifying a member of staff regarding any change in insurance coverage, including the type of insurance, the name of the insurance carrier, and the policy number, and for providing information regarding the ability of the office environment or the treatment facility to accept the insurance.
- Following instructions.** Each patient is responsible for following the treatment plan recommended by the patient's health care team, including physical, mental, and behavioral. This responsibility also includes keeping appointments and giving advance notice when unable to keep appointments.
- Self-responsibility.** Each patient is responsible for making it known if he/she does not understand the description of his/her condition or the description of the nature of treatment provided by the health care provider.
- Medical history.** Each patient is responsible for providing honest and complete information about his/her current condition and about his/her past medical condition and treatment.
- Refusal of treatment.** Each patient has the right to refuse treatment, but a patient who refuses treatment is responsible for the results of the decision to refuse treatment.
- Change in treatment.** Regardless of the type of insurance the patient has, the patient is responsible for paying his/her bill for insurance payment for the medical treatment rendered to him/her at MMG.
- MMG's rules and regulations.** Each patient is responsible for following the rules and regulations of MMG, including patient care and conduct.
- Report to office promptly.** Each patient is responsible for being present at the office at the time of his/her appointment and MMG personnel. This responsibility particularly recognizes that other patients may be harmed by being cancellations or no-shows. Each patient is also responsible for being respectful of MMG's property.

## Spec Info: