

McLaren Print System Order

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PATIENT RIGHTS AND RESPONSIBILITIES

McLaren Oakland wants you to be a partner in your hospital care. We believe the more you know and the more you participate and talk with your doctors and healthcare team, the more effective and satisfying your hospital experience will be. The following statements of rights and responsibilities will help you understand what you can expect from us and in turn, what your responsibilities are as a patient. If at any time you or your advocate need help understanding or enforcing your rights and responsibilities, please talk with your doctor or nurse.

ASSURING ACCESS TO CARE
 You have the right to receive the most complete and medically necessary care and to not be discriminated against for any reason. You have the right to speak privately with anyone you choose. If you do not speak English or are hearing, vision or speech impaired, an interpreter, sign or hearing aid or other assistive device will be provided for you.

RESOLVING COMPLAINTS
 You have the right to file a complaint with your doctor and healthcare team when you are not satisfied with the care or services provided. You also have the right to file a complaint with the state or services provided. You also have the right to file a complaint with the state or services provided. You also have the right to file a complaint with the state or services provided.

UNDERSTANDING YOUR CARE
 You have the right to know the names and roles of everyone who cares for you. You have the right to information about your diagnosis, treatment and possible medical outcomes. We encourage you to talk with your physician and healthcare team about procedures and treatments and their risks and benefits. Except in emergencies or life-threatening situations, you have the right to consent to or refuse procedures, and you have the right to change your mind and withdraw that permission at any time before the procedure.

REFUSING TREATMENT
 You have the right to refuse any treatment or medication, as permitted by law. You will not have any criminal or civil liability, medical consequences or your records for an act not responsible for any wrongdoing. You have the right to be free from restraint unless a physician determines to protect your safety or that of others. Patient restraints are not applied only to restrain or punish patients. They will document the reason in your medical record and promptly call your physician. Medications will be used for the same purpose only under a physician's order.

PLANNING YOUR CARE
 You have the right to request your doctor to coordinate your care with the help of the hospital staff and other appropriate members. You also have the right to be involved in planning your care, your discharge, or any transfer, or refusal to transfer, care provided as recommended by your healthcare team. You have the right to request quick response in regards to pain.

PROTECTING YOUR PRIVACY AND CONFIDENTIALITY
 You have the right to privacy, and your healthcare team will discuss risks and treatments in such a way as to protect this right. Your medical records will be confidential unless you give permission for their release or in cases of regulated disease or public health hazards often reporting is permitted or required by law. All other uses of your health information are documented in the Notice of Privacy Practices.

DECIDING YOUR FUTURE
 You have the right to have an Advanced Directive, legal in the State of Michigan, which is a Written Plan of Advance Health Care Decision Making. This document expresses your wishes and preferences about your future care, and names an advocate someone who will make healthcare decisions for you if you are unable to make your own decisions.

UNDERSTANDING BILLING AND PAYMENT
 You have the right to a full explanation of your hospital bill and other information about financial aid for healthcare. You are responsible for providing accurate and timely information about methods of payment for hospital services or for working with the hospital to arrange payment.

Patient Safety Concerns Can Be Reported the Following Ways:

McLaren Oakland Patient Experience Line: 248-538-0356

Michigan Department of Licensing and Regulatory Services (LARA):
 Mail to:
 Michigan Department of Licensing and Regulatory Services (LARA)
 3100 West Grand Avenue, Lansing, MI 48909
 Call 800-863-3800 (toll free)
 email: BCRIS-Complaints@lmi.state.mi.us

The Joint Commission
 Mail to:
 Office of Quality Monitoring
 One Renaissance Boulevard
 Oakbrook Terrace, IL 60181
 Fax to 830-792-5038 or
 email: qualityservices@jointcommission.org
www.jointcommission.org, using the "Report a Patient Safety Event" link in the "Notice Center"

Spec Info: