

McLaren Print System Order

Order No: 9036
 Order Date: 2015-02-13
 User: Michelle Pinter
 Phone: 810-342-1513

Ship Location: MMG - Ballenger Village
 G-1080 N. Ballenger Highway, Suite P-T
 Flint, MI 48504

Brochures
 Quantity: 5
 Paragon Dept No: 91650
 Dept Name: Quality
 Company Number: 810

Order Total Price: 40.00

Item Number: MHCC-540-B
 Item Description: Patient Rights Sign (Primary Care 16 x 20)
 Revision Date: 2/2015
 Print:
 Paper:
 Size:
 Fold:
 Finish:
 Drill:
 Misc Info: Finish size: 16 x 20 inches; CLC; no bleed



PATIENT RIGHTS

All patients of Primary Care, Inc. have the rights listed below.

- 1. **No discrimination.** A patient will receive standard appropriate care on the basis of race, religion, color, national origin, sex, age, disability, marital status, sexual preference, or source of payment.
- 2. **Appropriate services.** Each patient, if physically or mentally incapable, will be afforded appropriate physical access to a Primary Care, Inc. facility.
- 3. **Effective communication.** Each patient will be provided with effective means of communication that consider factors hearing, speech, vision, and language needs.
- 4. **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.
- 5. **Freedom of rights.** A patient is entitled to exercise his/her rights as a patient and not a slave to his/her medical needs, needs, circumstances, or financial situation. A patient's civil and religious liberties, including the right to independent personal decisions, shall not be infringed.
- 6. **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.
- 7. **Respect of medical records.** A patient or former patient is entitled to inspect his/her medical record upon request, or to receive for a reasonable fee, a copy of the medical record.
- 8. **Privacy.** A patient is entitled to privacy, to the extent feasible, in treatment and to caring for his/her personal needs.
- 9. **Appropriate care.** A patient is entitled to receive adequate and appropriate care.
- 10. **Advance directives.** A patient has the right to make advance directives for his/her care, to designate someone to make decisions on his/her behalf, or to receive information on how to make an advance directive.
- 11. **Information about treatment.** A patient is entitled to receive the following data: the appropriate individual information about his/her needs of condition, proposed course of treatment, prospects for recovery, and available choices for treatment. Information is to be given the patient on-demand. A patient is entitled to have who is responsible for, and who is providing, his/her care said.
- 12. **Patient participation in care decisions.** A patient is entitled to participate in decisions about his/her plan for treatment.
- 13. **Family participation in care decisions.** A patient may choose whether and to have family members involved in his/her care decisions.
- 14. **History.** A patient has the right to monitor the status when he or she undergoes, or has had, not controlled, a procedure, a diagnostic picture (including a radiologic diagnostic picture), another health condition, or a therapy and has the right to refuse or delay such systems at any time. A patient's status will not be monitored, treated, or otherwise denied initiation privileges on a basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- 15. **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.
- 16. **Pain management.** Every patient has the right to have his/her pain assessed and appropriately managed.
- 17. **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 Primary Care, Inc. or the physician from providing appropriate care according to ethical and professional standards, Primary Care, Inc. or physician may terminate the relationship with the patient.
- 18. **Transfer, non-transfer and abuse.** A patient is entitled to be free from sexual and physical abuse and from physical and chemical restraints, except those restraints as part of a clinical protocol for ensuring physical safety programs, and, where confinement is necessary for the patient's safety, to the implementation of such procedures.
- 19. **Financial policy.** A patient is entitled to report reasonable ability, as to Primary Care, Inc. is practice and reimbursement.
- 20. **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 regarding financial assistance available through Primary Care, Inc.
- 21. **No access to the patient.** A patient is entitled to be free from unauthorized access by Primary Care, Inc. that are not included in the emergency program in the patient's plan of care.
- 22. **Information about resolving complaints.** A patient is entitled to information about procedures for initiation, review, and resolution of patient complaints.

If a patient believes that he/she is not able to exercise any of the foregoing rights, the patient is invited to contact:
 Practice Management at 810-342-1599.

PATIENT RESPONSIBILITIES

Each patient of Primary Care, Inc. is expected to carry out the responsibilities listed below.

- 1. **Advance directives.** Each patient shall provide a copy of an advance directive, if available, for inclusion in patient's medical record.
- 2. **Consent for health.** Each patient is responsible for notifying a member of the staff of concerns regarding the safety of the office environment or the response he/she is receiving.
- 3. **Following instructions.** Each patient is responsible for following the treatment plan recommended by the patient's health care team, including medications, rest and therapy. This responsibility also includes keeping appointments and giving adequate notice when unable to keep appointments.
- 4. **Cost of understanding.** Each patient is responsible for making a decision if he/she does not understand the description of his/her condition or the description of the course of treatment proposed for his/her condition.
- 5. **Health of others.** Each patient is responsible for providing honest and complete information about his/her current condition and about his/her past medical condition and treatment.
- 6. **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.
- 7. **Changes for treatment.** Regardless of the type of insurance the patient has, the patient is responsible for paying his or her existing payment for the medical treatment rendered to his/her at Primary Care, Inc.
- 8. **Insurance Care, the origin and application.** Each patient is responsible for following the rules and regulations of Primary Care, Inc. regarding patient care and coverage.
- 9. **Respect for others and property.** Each patient is responsible for being considerate of the rights of other patients and Primary Care, Inc. personnel. This responsibility particularly recognizes that other patients are harmed by their conversations or behavior. Each patient is also responsible for being respectful of Primary Care, Inc.'s property.