



FLINT PATIENT RIGHTS

As a patient of McLaren Flint and its subsidiaries, you have the following rights and responsibilities:

- **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 preference, or source of payment.
 - **Inspection of medical records.** A patient or former patient is entitled to inspect, or receive for a reasonable fee, a copy of his or her medical record, within a reasonable timeframe, upon request in accordance with the Medical Records Access Act, 2004 PA 47, MCL 333.26261 to 333.26271. A third party shall not be given a copy of the patient's medical record without prior authorization of the patient, except as otherwise permitted or required under the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191, or regulations promulgated under the Act, 45 CFR parts 160 and 164.
 - **Confidentiality of records.** A patient or former patient is entitled to confidential treatment of personal and medical records, and may refuse their release to a person outside the health facility or agency except as required because of a transfer to another health care facility, as required by law or third party payment contract, or as permitted or required under the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191, or regulations promulgated under that act, 45 CFR parts 160 and 164.
 - **Privacy.** A patient is entitled to privacy, to the extent feasible, in treatment and in caring for his or her personal needs.
 - **Respect.** A patient is entitled, to the extent feasible, in treatment and caring for his or her personal needs, to consideration, respect, and full recognition of his or her dignity and individuality.
 - **Appropriate care.** A patient is entitled to receive adequate and appropriate care.
 - **Informed decisions.** A patient has the right to make informed decisions and to receive from the appropriate individual, information about his or her medical condition, proposed course of treatment, prospects for recovery, and available choices for treatment, in terms the patient can understand, unless harmful to the patient's medical condition, as noted by the patient's physician in the medical record. A patient is entitled to know who is responsible for and who is providing his or her direct care.
 - **Refusal of treatment.** A patient is entitled to refuse treatment to the extent provided by law, and to be informed of the consequences of that refusal. However, when a refusal of treatment prevents McLaren Flint or the physician from providing appropriate care according to ethical and professional standards, McLaren Flint or the physician may terminate the relationship with the patient.
 - **Exercise of rights.** A patient is entitled to exercise his or her rights as a patient and as a citizen free from restraint, interference, coercion, discrimination, or reprisal. A patient's civil and religious liberties, including the right to independent personal decisions, shall not be infringed.
 - **Experimental procedures.** A patient is entitled to information concerning an experimental procedure proposed as part of his or her care and shall have the right to refuse to participate in the experiment without jeopardizing his or her continuing care.
 - **Explanation of the bill.** A patient is entitled to receive and examine an explanation of his or her bill, regardless of the source of payment and to receive, upon request, information relating to financial assistance available through McLaren Flint.
 - **Plan of care.** A patient is entitled to receive information concerning his or her continuing health needs and alternatives for meeting those needs and has the right to participate in the development and implementation of his or her plan of care.
 - **Private communications.** A patient is entitled to associate with and have private communications and consultations with his or her physician, attorney, or any other person of his or her choice and to send and receive personal mail unopened on the same day it is received at McLaren Flint, unless harmful to the patient's medical condition, as noted by the patient's physician in the medical record.
 - **Social activities.** A patient may meet with, and participate in the activities of social, religious, and community groups at his or her discretion, unless harmful to the patient's medical condition, as noted by the patient's physician in the medical record.
 - **Freedom 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 authorized by the patient's physician in the medical record for a specified and limited time or as necessitated by an emergency to protect the patient from injury to self or to others.
 - **No services by the patient.** A patient is entitled to be free from performing services for McLaren Flint that are not included for therapeutic purposes in the patient's plan of care.
 - **Information about McLaren Flint.** A patient is entitled to information about McLaren Flint's rules and regulations affecting patient care and conduct. A patient is entitled to information about McLaren Flint's policies and procedures for initiation, review, and resolution of patient complaints.
 - **Advance directives.** A patient is entitled to receive information about designating another person to make decisions about his or her medical care at McLaren Flint in the event the patient is not capable of making decisions himself or herself. A patient may formulate an advance directive and McLaren Flint staff will comply with the provisions of the directive within the guidelines of the law and medical ethics.
 - **Personal safety.** A patient is entitled to expect reasonable safety as to the McLaren Flint's practices and environment.
 - **Transfer of care.** A patient may not be transferred to another facility unless the patient or designee has received a complete explanation of the need for the transfer.
 - **HIV testing.** A patient may not be tested for HIV infection without the patient's consent, unless a health professional or McLaren Flint employee sustains percutaneous, mucous membrane, or open wound exposure to the blood or other body fluids of the patient. If such exposure has occurred, an HIV test may be performed upon the patient without the patient's consent.
 - **Pain control.** A patient has the right to pain control that is appropriate to their situation and needs.
- **Additional information.** If you feel that your rights have not been respected, or if you have concerns about the care you have received, you may file a complaint by calling (810) 342-2994 or writing to:
McLaren Flint
Patient Experience Department
401 S. Ballenger Hwy, Flint, MI 48532
Patients and their representatives are encouraged to use McLaren Flint's Compliance Hotline (810-342-2256) to report issues or concerns related to the privacy and security of your health information, or any other regulatory matter.
McLaren Flint is accredited by The Joint Commission (TJC). TJC is committed to quality healthcare. You may contact TJC to communicate compliments or concerns through their website: <https://www.jointcommission.org>
Using the "Report a Patient Safety Event" link in the "Action Center" or by fax at 630-792-5636;
or through mail at:
Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL, 60181
Any person may file a concern about a health facility with the Michigan Department of Licensing and Regulatory Affairs, Bureau of Community and Health Systems - Health Facility Complaints
P.O. Box 30664, Lansing, Michigan 48909
Phone: 1-800-882-6006
Email: BCHS-Complaints@michigan.gov

PATIENT RESPONSIBILITIES

- **Medical history.** A patient is responsible for providing honest and complete information about his or her current condition and about his or her past medical condition and treatment.
- **Lack of understanding.** A patient is responsible for making it known if the patient does not understand the description of his or her condition or the description of the course of treatment proposed for his or her condition.
- **Refusal of treatment.** A patient has the right to refuse treatment, but a patient who refuses treatment is responsible for the results of the decision to refuse treatment.
- **Following instructions.** A patient is responsible for following the treatment plan recommended by the patient's health care team, including physicians, nurses, and therapists. This responsibility also includes keeping appointments and giving notice when unable to do so.
- **Charges for treatment.** Regardless of the type of insurance the patient has, the patient is responsible for paying for, or for ensuring payment for, the medical treatment rendered to the patient at McLaren Flint.
- **Respect for others and for property.** A patient is responsible for being considerate of the rights of other patients and for McLaren Flint personnel. This responsibility particularly recognizes that other patients may be harmed by noisy conversation or behavior. Each patient is also responsible for being respectful of McLaren Flint property.
- **McLaren Flint rules and regulations.** A patient is responsible for following the rules and regulations of McLaren Flint regarding patient care and conduct.
- **Notice of admission.** A patient has the right to have a family member, a representative and his or her own physician notified promptly of his or her admission