

McLaren Greater Lansing (MGL) employees and medical staff strive to provide comprehensive, quality health care in a spirit of personal caring, safety and concern. MGL has the responsibility to provide adequate and appropriate care, to respect patients' rights, and to recognize a patient's responsibilities. In an effort to accomplish this goal, the following rights and responsibilities have been developed.

MGL recognizes the right of the patient to exercise his/her rights while receiving care or treatment in the hospital without coercion, discrimination, or retaliation. A patient has the right to have a surrogate (a parent, guardian, next of kin, or legally authorized representative) exercise his/her rights when the patient is incapable of doing so, without coercion, discrimination, or retaliation.

The Right to Access Care

- A patient will not be denied care on the basis of age, race, ethnicity, creed, color, ethnicity-national origin, religion, culture, language, sex, sexual orientation, gender identity or expression, physical or mental disability, HIV status, marital status, socioeconomic status, education, or source of payment. The patient has a right to receive a reasonable response to requests and needs for treatment or service.

The Right to Make Decisions Involving Your Care

- The patient or surrogate decision maker has the right to participate in the development and implementation of his or her plan of care and actively participate in decisions regarding his or her medical care. To the extent permitted by law (determined by applicable State and Federal law), this includes the right to request and/or refuse treatment.
- Before a procedure or treatment is carried out, a patient has the right to receive as much information about any proposed treatment or procedure as needed to give informed consent or to refuse a course of treatment except in emergencies.
- A patient has the right to have an appropriate assessment and management of pain.

NOTE: MGL will take reasonable steps to determine the patient's wishes concerning designation of a representative to exercise the patient's right to participate in the development and implementation of the patient's plan of care and make informed decisions regarding his or her care. Unless prohibited by applicable State law:

The Right to Information

- A patient has the right to receive information from the physician about his or her illness, course of treatment, outcomes of care (including unanticipated outcomes), and his or her prospects for recovery.
- A patient has the right to receive information in a manner that can be understood. Language interpreting and translation services will be provided to meet the patient's needs.

The Right to Communication

- A patient has a right to know the professional status of any person responsible for, as well as those providing for his or her care, treatment and services.
- A patient has a right to know the reasons for any proposed change with the Professional staff responsible for his/her care.

The Right to Personal Safety

- A patient has the right to remain free from seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
- A patient has the right to receive care in a safe environment.
- A patient has the right to be free from neglect, exploitation and all forms of abuse or harassment.
- A patient may exercise their rights while receiving care without coercion, discrimination, or retaliation.

The Right to Personal Privacy and Confidentiality of Medical Treatment/Records

- A patient is entitled to full consideration of privacy concerning his or her medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual involved in his or her healthcare.
- A patient has a right to confidential treatment of all communications and records pertaining to his or her care and hospital stay. Written permission will be obtained before medical records can be made available to anyone not directly involved with a patient's care.
- A patient has the right to access, request amendment to, and receive an accounting of disclosures regarding his or her health information as permitted under applicable law.
- A patient has the right to be afforded privacy during personal hygiene activities, during treatments, and when requested, as appropriate.

The Right to Spiritual Beliefs

- A patient has the right to have cultural and personal values, beliefs and preferences respected.
- A patient has the right to request pastoral and/or other spiritual care, which shall be respected and accommodated, as appropriate.

The Right to Formulate Advance Directives (Medical Durable Power of Attorney) and to Appoint a Representative to Make Health Care Decisions on Your Behalf

- The patient has the right to formulate Advance Medical Directives and appoint a surrogate to make health care decisions on his or her behalf to the extent permitted by law.
- A patient has the right to have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- A patient has the right to expect hospital staff and practitioners who provide care in the hospital to comply with his or her directives.
- A patient has the right to expect the hospital will not condition the provision of care or otherwise discriminate against the patient based on whether or not the patient has executed an Advance Directive.

The Right to Transfer and Continuity of Care

- A patient has the right to have reasonable continuity of care.
- A patient has the right to be informed by his/her physician or a delegate of his/her physician of the continuing healthcare requirements following his/her discharge from the hospital.

The Right to be Informed of Any Research, Investigation and Clinical Trials or Other Projects Affecting Your Care

- A patient is entitled to information concerning any experimental procedure proposed as a part of his or her care and shall have the right to refuse to participate in the experiment without jeopardizing his or her access to services or continuing care.

Patient Responsibilities

In addition to their rights, patients have a responsibility to take, within their capacity, a role in their care. These responsibilities include:

- A patient is responsible for following the hospital's rules and regulations affecting patient care and conduct.

- A patient is responsible for providing a complete and accurate medical history.
- A patient is responsible for making it known whether he or she clearly understands the plan of care and asking questions and following instructions.
- A patient is responsible for following the recommendations and advice prescribed in a course of treatment by the physician.
- A patient is responsible for providing information about unexpected complications that arise in an expected course of treatment.
- A patient is responsible for being considerate of the rights of other patients or residents and hospital staff and property.
- A patient and/or advocate will be an active participant in the decision-making process relating to his or her care through information/ education received by the professional staff.
- A patient is responsible for his/her actions should he/she refuse treatment or not follow his/her physician's orders.