

McLaren Print System Order

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PATIENT RIGHTS AND RESPONSIBILITIES

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

PATIENT RIGHTS

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 time frame, upon request or acceptance with the Medical Records Services Unit, 400 S. Hill Street in East Lansing. 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 164 and 165.

Confidentiality of records.

A patient or former patient is entitled to confidential treatment of personal and medical records and may refuse that release to a person outside the health facility or agency, except as required by law or a transfer to another health care facility, as required by law or third party payment contract, or as authorized 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 164 and 165.

Privacy.

A patient is entitled to privacy in the patient facilities, in treatment and in caring for his or her personal needs.

Request.

A patient is entitled to the patient facilities, in treatment and in caring for his or her personal needs, in consultation, inspection, and full participation 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 prospects 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 Central Michigan or the physician from providing appropriate care according to ethical and professional standards, McLaren Central Michigan 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, discrimination, coercion, manipulation, or duress. 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 regarding financial assistance available through McLaren Central Michigan.

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 communicate 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 Central Michigan, 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 Central Michigan that are not included for therapeutic purposes in the patient's plan of care.

Information about McLaren Central Michigan.

A patient is entitled to information about McLaren Central Michigan's rules and regulations affecting patient care and conduct. A patient is entitled to information about McLaren Central Michigan's policies and procedures for selection, 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 Central Michigan in the event the patient is not capable of making decisions himself or herself. A patient may formulate an advance directive and McLaren Central Michigan 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 Central Michigan's premises and surroundings.

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.

MRSA testing.

A patient may not be tested for MRSA infection without the patient's consent, unless a health professional at McLaren Central Michigan suspects a patient's pneumonia, wound, infections, or other medical exposure in the blood or other body fluids of the patient. If such exposure has occurred, an MRSA 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.

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.

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 a decision 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 heeding appointments and going to work 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 arranging payment for, the medical treatment rendered to the patient at McLaren Central Michigan.

Request for others and for privacy.

A patient is responsible for being considerate of the rights of other patients and for McLaren Central Michigan personnel. This responsibility particularly recognizes that other patients may be harmed by being contaminated or harassed. Each patient is also responsible for being respectful of McLaren Central Michigan property.

McLaren Central Michigan rules and regulations.

A patient is responsible for following the rules and regulations of McLaren Central Michigan regarding patient care and conduct.

Patient Safety Concerns Can Be Reported the Following Ways:

If concerns or conflicts arise contact a supervisor as soon as possible for prompt response. If you are not satisfied with this response or would like another option contact Patient Satisfaction at 1-800-770-4723.

Michigan Department of Licensing and Regulatory Affairs (LARA)

- Mail to:
Bureau of Community and Health Systems
PO Box 30564
Lansing, MI 48909
• Call 800-962-6004 (toll free)

The Joint Commission

- Mail to:
Office of Quality Monitoring
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
• Click on the "Report a Safety Concern" link on the Joint Commission's home page www.jointcommission.org



06/20/2010

Spec Info: