

McLaren Print System Order

Order No: 73466
 Order Date: 2022-11-04
 User: Michele Lubick
 Phone: 586-226-8600

Ship Location: McLaren Primary Care-Michele
 45441 HEYDENREICH
 Macomb, MI 48044

Brochures
 Quantity: 1
 Paragon Dept No: 56522
 Dept Name: McLaren Primary Care
 Company Number: 810

Order Total Price: 5.50

Item Number: MHCC-540-MAC (MO-419)
 Item Description: Patient Rights and Responsibilities - Macomb
 Revision Date: 3/2020
 Print:
 Paper:
 Size:
 Fold:
 Finish:
 Drill:
 Poster: 11x17 paper
 Misc Info:

PATIENT RIGHTS AND RESPONSIBILITIES

McLaren Macomb 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 satisfactory 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 asserting your rights and responsibilities, please talk with your doctor or nurse.

ASSURING ACCESS TO CARE
 You have the right to receive consistent, respectful 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 reader will assist you.

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 in the following situations, you must sign or consent to all major 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 medications, as permitted by law. The staff will help you understand the possible medical consequences of your refusal. You do not have the right to refuse care from certain medical professionals who will document the reason in your medical record and promptly call your physician. Medication will be used for the reason and only under a physician's order.

ASSURING ACCESS TO CARE
 You are responsible for providing full and accurate information about your history, hospital stays, use of medications and other matters related to your health.

RESOLVING COMPLAINTS
 Each patient has the right to be informed of hospital policies and practices that relate to patient care, treatment and responsibilities. Each patient has the right to be informed of available resources for resolving complaints, conflicts and ethical issues. Patients unable to provide feedback have the right to have someone to provide someone, if appropriate.

PROTECTING YOUR PRIVACY AND CONFIDENTIALITY
 You have the right to privacy and your healthcare team will discuss tests and treatments in such a way so to protect this right. Your medical records are for your use only and you must give permission for their release or in cases of suspected abuse in public health records after reporting a potential or suspected law. All other uses of your health information are determined by the Rules of Privacy Practices.

PLANNING YOUR CARE
 You have the right to request your doctor to coordinate your care with other members of the hospital staff and other specialists as needed. You also have the right to be involved in planning your care, your discharge, or any transfer or referral to another care provider as recommended by your healthcare team. You have the right to request quick response to requests of care.

ENDING YOUR FUTURE
 You have the right to have an Advance Directive signed by the State of Michigan, which is a Patient Power of Attorney for Health Care Decision Making. This document expresses your wishes and choices about your future care and enables an advance healthcare proxy 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 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 Macomb Patient Experience Line: 586-655-0200
 Michigan Department of Licensing and Regulatory Services (LARA)
 Mail to:
 Bureau of Continuity and Health Systems
 PO Box 30864, Lansing, MI 48906
 Call: 800-655-6000 (toll free)
 Email: BCHS-Complaints@michigan.gov
 The Joint Commission
 Mail to:
 Office of Quality Monitoring
 One Renaissance Boulevard
 Oakbrook Terrace, IL 60181
 Fax to: 630-792-5038 or
 Email: customerexperience@jointcommission.org
 www.jointcommission.org, using the "Report a Patient Safety Event" link in the "Action Center"

Spec Info: