

## McLaren Print System Order

Order No: 73808  
 Order Date: 2022-11-28  
 User: Carrie Wheeler  
 Phone: 248-922-6813

Ship Location: McLaren Breast Center-Carrie Wheeler  
 5701 Bow Pointe Drive, Suite 255  
 Clarkston, MI 48346

Brochures  
 Quantity: 1  
 Paragon Dept No: 25430-2280  
 Dept Name: Comprehensive Breast Care  
 Company Number: 310

Order Total Price: 7.75

Item Number: M-10366-O  
 Item Description: 11x17 Patient Rights  
 Revision Date: 2/2020  
 Print:  
 Paper:  
 Size:  
 Fold:  
 Finish:  
 Drill:  
 Poster:  
 Misc Info: ss; full color; bleed, 5 mill lam - mounted on foam core

### PATIENT RIGHTS AND RESPONSIBILITIES

McLaren Oakland 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 you hearing, vision or speech requires 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 the following situations, you must sign or consent form for 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 but are not responsible for any resulting harm. You have the right to have your refusal written in your medical record and to request that your refusal be noted in that of others. Patient advocates are available only to trained healthcare professionals who will document the reason in your medical record and promptly call your physician. Advocates will be used for the reason person only under a physician's order.

**ASSURING ACCESS TO CARE**  
 You are responsible for providing full and accurate information about your history, hospital stays, and 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 services, 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 and the information on your payment for the services are in control of responsible person or public health records after reporting is permitted or required by 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 and 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 pain.

**ENDING YOUR FUTURE**  
 You have the right to have an Advanced Directive, signed by the Rules 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 Oakland Patient Experience Line: 248-328-8008  
 Michigan Department of Licensing and Regulatory Services (LARA)  
 Mail to:  
 Bureau of Community and Health Systems  
 PO Box 30464, Lansing, MI 48909  
 Call: 800-685-6348 (toll free)  
 email: RCHS-Complaints@michigan.gov  
 The Joint Commission  
 Mail to:  
 Office of Quality Monitoring  
 One Renaissance Boulevard  
 Oakbrook Terrace, IL 60181  
 Fax to: 800-762-8638 or  
 email: customercare@jointcommission.org  
 www.jointcommission.org, using the "Report a Patient Safety Event" link in the "Outlook Center"

**Spec Info:**