

McLaren Print System Order

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PATIENT RIGHTS AND RESPONSIBILITIES

As a patient of McLaren Northern 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.

Selection of medical services.
 A patient is entitled to medical services inpatient or outpatient for a foreseeable fee, a copy of the fee schedule provided, written or reasonable alternative, upon request in accordance with the Health Care Financing Administration's rules and regulations, including, but not limited to, a copy of the patient's financial record without other authorization of the patient, except as otherwise authorized or required under the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191, or regulations promulgated under that act, on 10/19/96, 10/19/98, and 10/19/00.

Confidentiality of records.
 A patient is entitled to confidential treatment of personal and medical records, and may refuse from release to a person outside the health facility or agency, except as required by law, or to a third party, except as required by law, or as otherwise authorized under the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191, or regulations promulgated under that act, on 10/19/96, 10/19/98, and 10/19/00.

Privacy.
 A patient is entitled to privacy in the health facilities, in treatment and in waiting for the or her personal needs.

Respect.
 A patient is entitled to be treated humanely, in treatment and waiting for the or her personal needs, to consideration, respect, and full recognition of the 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 the or her medical condition, proposed course of treatment, prognosis for recovery, and available choices for treatment, to enable the patient to understand, unless limited by the patient's medical condition, as noted by the patient's physician in the medical record. A patient is entitled to those rights to the extent the patient is capable of giving the or her consent.

Refusal of treatment.
 A patient is entitled to refuse treatment to the extent permitted by law, and to be informed of the consequences of refusal, including refusal to accept or treatment provided. McLaren-PH or the physician must provide appropriate care according to ethical and professional standards, McLaren-PH or the physician may terminate the relationship with the patient.

Exercise of rights.
 A patient is entitled to exercise the or her rights as a patient and as a citizen free from medical interference, coercion, discrimination, or reprisal. A patient is entitled to request, including the right to independent personal decisions, and not to be coerced.

Experimental procedures.
 A patient is entitled to participate in experimental procedures proposed or used only if the patient has the right to refuse to participate in the experiment without penalty.

Explanation of the bill.
 A patient is entitled to receive and receive an explanation of the or her bill, regardless of the source of payment and to receive upon request information relating to financial assistance available through McLaren Northern Michigan.

Plan of care.
 A patient is entitled to receive information concerning the or her continuing health needs and alternatives for meeting those needs and to have the right to participate in the development and implementation of the or her plan of care.

Private communications.
 A patient is entitled to communicate with family members, friends, and other persons, and to receive, directly or via telephone, electronic or other means, any or her communications with the or her physician, attorney, or any other person of law or other source used to seek and receive personal health information on the same day it is received at McLaren-PH, unless, except by the patient's medical condition, as noted by the patient's physician in the medical record.

Senior activities.
 A patient may meet with, and participate in the activities of social, religious, and community groups at the or her discretion, unless restricted by the patient's physician, as noted by the patient's physician in the medical record.

Feedback from residents and visitors.
 A patient is entitled to file free from reprisal and physical abuse and from physical and financial sanctions, except those sanctions authorized by the patient's physician in the medical record for a specified and limited time or as determined by an investigating person from history to staff or others.

No services by the patient.
 A patient is entitled to be free from performing services for McLaren Northern Michigan that are not included in the financial statement in the patient's plan of care.

Information about McLaren Northern Michigan.
 A patient is entitled to information about McLaren Northern Michigan's rules and regulations affecting patient care and conduct. A patient is entitled to information about McLaren Northern Michigan's policies and procedures for infection, safety, and sanitation of patient environments.

Advance directives.
 A patient is entitled to receive information about designating another person to make decisions about the or her medical care at McLaren-PH in the event the patient is not capable of making decisions himself or herself. A patient may formulate an advance directive and discuss that with staff concerning 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 Northern Michigan's products and environment.

Transfer of care.
 A patient may be transferred to another facility unless the patient or designee has provided a complete explanation of the need for the transfer.

Wife testing.
 A patient may not be tested for HIV infection without the patient's consent, unless a health professional at McLaren Northern Michigan believes a patient's condition, clinical condition, or other medical condition in the blood or other body fluids of the patient, if such condition has occurred or 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.

PATIENT RESPONSIBILITIES

Medical history.
 A patient is responsible for providing honest and complete information about the or her medical condition and about the 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 nature of the or her condition or the description of the course of treatment proposed by the or her provider.

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. The responsibility also includes following 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 the amounting charges for the medical treatment rendered to the patient at McLaren Northern Michigan.

Request for others and for property.
 A patient is responsible for being knowledgeable of the rights of other patients and the McLaren Northern Michigan personnel. This responsibility particularly requires that other patients may be harmed by being disruptive or disruptive. Each patient is also responsible for being respectful of McLaren Northern Michigan property.

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

Notice of withdrawal.
 A patient has the right to have a family member, representative and/or a law firm discuss withdrawal of the or her admission.

Patient Safety Concerns Can Be Reported the Following Ways:
 Michigan Department of Licensing and Regulatory Affairs (LARA)
 * Web: www.michigan.gov/lara
 * Phone: 1-800-487-2334 (Toll-free)
 * Email: MichiganConsumer@Michigan.gov

The Joint Commission
 * Web: www.jointcommission.org
 * Phone: 1-800-551-7437 (Toll-free)
 * Email: patient_safety@jointcommission.org

McLaren
 * Web: www.mclaren.com
 * Phone: 517-648-7267 (Toll-free)
 * Email: patient_safety@mclaren.com

Spec Info: