

**McLaren Print System Order**

**Order No: 78017**  
**Order Date: 2023-06-21**  
**User: Nicca Murray**  
**Phone: 517-525-0844**

**Ship Location: MGL Admitting/ Patient Access Attn: Nicca Murray**  
**2900 Collins Rd**  
**Lansing, MI 48910**

**Brochures**  
**Quantity: 500**  
**Paragon Dept No: 14765**  
**Dept Name: Nicca Murray**  
**Company Number: 160**

**Order Total Price: 240.00**

**Item Number: CPL-002**  
**Item Description: Patient Rights & Responsibilities Flyer**  
**Revision Date: 3/2022**  
**Print:**  
**Paper:**  
**Size:**  
**Fold:**  
**Finish:**  
**Drill:**  
**Poster:**  
**Misc Info: 8.5 x 11, 3 sheets, DS, corner staple**

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 access protective and advocacy services, including financial counseling, or have these services accessed on the patient's behalf.
- A patient has the right to leave the hospital even against the advice of his/her physician.
- 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.
- A patient is entitled to information about the hospital's rules and regulations that affect patient care and conduct.
- A patient has the right to be informed of the relationships between McLaren Greater Lansing and other persons and organizations that may be participating in the provision of his or her care (such as home-care agencies).
- An individual who is or has been a patient is entitled to inspect, or receive for a reasonable fee, a copy of his or her medical record upon request within a reasonable time frame.
- A patient has a right to resolve potential, or actual, issues arising in supporting patient's rights, either by filing a complaint/grievance or by advisory consultation from the Hospital's Ethics Committee
- The patient's family has the right of informed consent for donation of organs and tissues.

Spec Info:

### 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.
- A patient has the right to be advised of the hospital grievance process, should he or she wish to communicate a concern regarding the quality of care he or she receives or if he or she feels determined discharge date is premature.
- A patient has the right to have his or her physician and family member or representative of his or her choice notified promptly of his or her admission to the hospital.