

McLaren Print System Order

Order No: 85416
 Order Date: 2024-05-13
 User: tamara jolly
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Ship Location: Tami Jolly-McLaren Greater Lansing-Patient Access Department
 2900 Collins Rd
 Lansing, Mi 48910

Forms
 Quantity: 500
 Paragon Dept No: 14765
 Dept Name: Patient Access
 Company Number: 160

Order Total Price: 11.70

Item Number: MHCC-567-MGL
 Item Description: PATIENT RIGHTS Flyer
 Revision Date: 02/2024
 Print: 2 sided black and white
 Paper: 20# White Text
 Size: 8.5 x 11
 Fold:
 Finish: None
 Drill: None
 Poster:
 Misc Info: 8.5x11 Black DS



McLaren employees and medical staff strive to provide comprehensive, quality health care in a spirit of personal caring, safety and concern. McLaren 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.

McLaren recognizes the right of the patient to exercise his/her rights while receiving care or treatment in the hospital without coercion, discrimination, or retaliation. If patient has the right to have a surrogate (spouse, 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, ancestry, 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 services.

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.
- If care or treatment is carried out, a patient has the right to receive as much information about his 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 with legal rights intact or after physician orders on an emergency status.
- A patient has the right to have an appropriate assessment and management of pain.

NOTE: McLaren 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 anticipated 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 relationship between McLaren 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 has been a patient is entitled to request, 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 receive potential, or actual, insurance or supporting patient's rights, either by filing a complaint grievance or by advisory consultation with the Hospital's Ethics Committee.
- The patient's family has the right of informed consent or denial of organ and tissue.

The Right to Communication

- A patient has a right to know the professional status of any person responsible for, or who is directly providing for his or her care, treatment and services.
- A patient has a right to know the reasons for any proposed changes 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 dissatisfied with care or services.
- A patient has the right to have his or her physician and family member or representative visit or have a visit notified promptly when he or she admission to the hospital.

The Right to Personal Safety

- A patient has the right to remain free from restriction or restraint of any form that are not medically or mentally necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
- A patient has the right to receive care in a safe environment.
- A patient has the right to be free from neglect, exploitation and all forms of abuse or harassment.
- A patient may exercise his rights while receiving care without coercion, discrimination, or retaliation.

The Right to Personal Privacy and Confidentiality of Medical Treatment Records

- A patient is entitled to full consideration of privacy concerning his or her medical care program. Case discussion, consultation, formulation and treatment are confidential and should be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual involved in his or her healthcare.
- A patient has a right to confidential treatment of all communications and nondisclosure to his or her care and hospital stay. Written permission will be obtained before medical records can be made available to anyone not directly involved with a patient's care.
- A patient has the right to access, request amendment to, and receive an accounting of disclosures regarding his or her health information as permitted under applicable law.
- A patient is entitled to associate and have private consultations with his or her physician, attorney, or any other person of his or her choice.
- A patient has the right to be afforded privacy during personal hygiene activities, during treatments, and when requested, as appropriate.

The Right to Spiritual Beliefs

- A patient has the right to have cultural and personal values, beliefs and preferences respected.
- A patient has the right to request pastoral and/or other spiritual care, which shall be requested and accommodated, as appropriate.

Spec Info: