

McLaren Print System Order

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 1540 Lk Lansing rd Suite 205
 lansing, MI 48912

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Item Number: MHCC-540-MMG (MM-540-RHC)
 Item Description: Patient Rights and Responsibilities - MMG RHC
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PATIENT RIGHTS AND RESPONSIBILITIES

McLaren wants you to be a partner in your clinical 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 clinical 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 relatives 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 courteous, respectful and medically necessary care and to not be discriminated against for any reason. You have the right to receive promptly 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 the following situations, you must sign a 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.

RESOLVING COMPLAINTS
 Each patient has the right to be informed of clinic 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 protect themselves have the right to have access to protective 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 as to protect this right. Your medical records will be confidential unless you give permission for their release or in cases of acute/real estate or public health hazards when reporting is permitted or required by law. All other uses of your health information are documented in the Notice of Privacy Practices.

PLANNING YOUR CARE
 You have the right to request your doctor to coordinate your care, with the help of the clinic 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 reports of pain.

DECIDING YOUR FUTURE
 You have the right to have an Advanced Directive, legal in the State of Michigan, which is a Directive Power of Attorney for Health Care Decision Making. This document expresses your wishes and choice about your future care and names an alternate someone who will make healthcare decisions for you if you are unable to make your wishes known.

UNDERSTANDING BILLING AND PAYMENT
 You have the right to a full explanation of your clinic bill and to information about financial aid for healthcare. You are responsible for providing accurate and timely information about methods of payment for clinic services or for working with the clinic to arrange payment.

PATIENT RIGHTS CONCERNING CARE
 FOLLOWING BIRTH:
 McLaren Medical Group
 Patient Experience Department
 300 S. 10th St.
 Lansing, Michigan 48906
 Phone: 517-487-8000 Ext 4000 | Fax: 517-763-2076
 Email: 82763@mcclaren.com
 mcclarenmedicalgroup.com

McLaren Department of Learning and Regulatory Affairs, L.A.M.A., Mail to: Bureau of Community and Health Systems, Health Services Compliance, PO Box 30884, Lansing, MI 48909
 Phone: 517-487-8000 Ext 4000 | Fax: 517-763-2076
 Email: 82763@mcclaren.com
 mcclarenmedicalgroup.com

It is noted that your complaint remains unresolved with our clinic, you may file a complaint with our accreditor. The Compliance team has an email address: compliance@mcclaren.com or by phone 517-487-8000.

Spec Info: