



› Patient Safety and Patient Rights



FLINT

mclaren.org

COMMITMENT TO PATIENT SAFETY

PLEASE SPEAK UP

McLaren-Flint invites patients and their families/representatives to get involved in your health care and treatment plans. Please SPEAK UP!

The Joint Commission, together with the Centers for Medicare and Medicaid Services (CMS), launched a national campaign to urge patients to take an active role in preventing health care errors by becoming active, involved and informed participants on the health care team.

The **Speak Up™** program encourages the public to:

Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.

Pay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals. Don't assume anything.

Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

Ask a trusted family member or friend to be your advocate.

Know what medications you take and why you take them. Medication errors are the most common health care errors.

Use a hospital, clinic surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation, such as the evaluations provided by Joint Commission. McLaren-Flint is Joint Commission accredited.

Participate in all decisions about your treatment. You are the center of the health care team.

CARING FOR YOU...

THE PATIENT

At McLaren-Flint, your care and satisfaction are our main concern. As health care professionals, we are dedicated to providing you with high quality, personalized care in partnership with you and your family. Our commitment is to make you as comfortable as possible while we serve your health care needs. If there is anything you need during your stay, please do not hesitate to talk with a member of your healthcare team.



You may receive a written patient satisfaction survey by mail after you are discharged. We appreciate your participation in our patient satisfaction efforts. Your comments are important to us. If you would like to share your feedback, you can also contact our patient compliment/concern line at (810) 342-CARE (342-2273).

Thank you for entrusting us with your care.

Warmest Regards,

A handwritten signature in black ink that reads "Donald Kooy". The signature is fluid and cursive, written over a light gray circular watermark that also contains the name "Donald Kooy".

Donald Kooy, President/CEO
McLaren-Flint

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Patient Safety

PATIENT SAFETY

STEPS TO SAFER HEALTH CARE

Here is how you can make your stay a safe and positive experience:

1. Ask Questions

- Speak up if you have concerns. It's okay to ask questions and to expect answers you can understand.
- Write down your questions so they will be ready when you see your doctor.
- Tell the nurse or doctor if you are not getting what you think you should be getting.
- Ask the doctor what test results mean.

2. Identify Yourself

- Wear your hospital ID bracelet at all times. If your bracelet comes off, ask someone to get you a new one.
- Check the information on your hospital ID bracelet to make sure that your name, birth date and medical record number are on it.
- Make sure all staff check your ID bracelet before any procedure or test, or ask your name **and** birth date.
- Do not take medication given to you unless the nurse has identified you by checking your wristband and/or asking you your name and birth date.

3. Get the Most From Your Medications

- While in the hospital, do not take any medication you brought from home, unless told to do so by your doctor or hospital staff.
- If you bring any medications to the hospital, please send them home with a family member.
- If the medication looks different than you expected, ask the nurse about it.
- Tell your doctor and nurse about all the medicines you take, including over-the-counter medicine such as aspirin, ibuprofen, vitamins and herbals.
- Tell your nurse and doctor about any allergies you have.

- When you are discharged, ask the doctor if you should continue to take the medications you were taking at home. Do not assume that you should resume any medications previously taken before speaking to the doctor.

4. Help Prevent the Spread of Germs

General:

- Hand washing is the best way to prevent the spread of germs.
- The McLaren Staff will welcome your reminder to wash their hands, wear gloves before examining you or giving you your medicine.
- Ask friends and relatives who have colds, respiratory symptoms, or other contagious illnesses not to visit you or anyone in the hospital.
- Get vaccinated, if it is recommended. Flu and pneumonia vaccines can help prevent illnesses in elderly and high-risk patients. The Pneumonia vaccine is available year round in the hospital. The Flu vaccine is available during flu season.

Central Line:

- Central line is a tube that is placed in a large vein for medications, blood draws, fluids or nutrition.
- Central line infection can occur when a germ travels down the tube and enters your blood.
- Do not touch the catheter or the tubing.
- Make sure your health care providers wash their hands before touching the central line.
- There will be a bandage covering the central line. If the bandage comes off, becomes wet or dirty, tell your nurse right away.
- Inform your nurse if the area around your central line is sore, red, or swollen.

MDRO (Multi Drug-Resistant Organisms):

- Examples of MDRO are MRSA, VRE and Clostridium Difficile (C-Diff).
- These are germs that normally do not cause any problems for most people, but can sometimes cause serious infections such as skin, wound, pneumonia or blood infections.
- If you have a history of a MDRO, inform your nurse.
- Make sure health care providers wash their hands before examining you as these types of germs may be spread by touch.
- Make sure that your room is carefully cleaned.

- Be sure to finish any antibiotic that you are prescribed. Do not stop or take less than prescribed antibiotic medication.
- If you have a MDRO, you will have a sign on your door stating “Contact Precautions” and health care providers will wear gown and gloves. Your visitors should also wear gown and gloves.

5. Protect Those Around You - No Latex Balloons

- Tell friends and family members not to bring latex balloons to the hospital. Many people have serious allergies to latex.

6. Surgery

- Make sure you understand what will happen if you need surgery.
- Ask the surgeon if you are unclear about your surgery.
- Tell the surgeon, anesthesiologist and nurses if you have ever had a bad reaction to anesthesia.
- Remove your jewelry or other valuables and send it home.

Surgical Site Infections:

- Surgical Site Infection is an infection that occurs after surgery in the part of the body where the surgery took place.
- Ask your health care provider if you will get antibiotics before surgery.
- Do not remove body hair by shaving where you will have surgery.
- Quit smoking. Studies show that smokers are more likely to get infections.
- Inform your nurse if there is pain or redness at your surgery site
- Make sure all health care providers wash their hands before examining you or your surgical site.

Ask the doctor/surgeon:

- Who will take charge of my care while I’m in the hospital?
- Exactly what will you be doing?
- How long will it take?
- What will happen after surgery?
- How can I expect to feel during the recovery?

FALLS - ARE YOU AT RISK?

Certain conditions make us more prone to falls and other accidental injuries.

Be Alert To Situations Which Could Cause You To Experience A Fall.

Here are just a few:

- **Medications**

The more medications you take, the more likely you are to feel dizziness or other side effects. Tell all of your health care providers about all of the drugs you take. Ask them about any side effects that might place you at risk for falls.

- **Walking Difficulties**

Shuffling, weakness, stooped over posture, inability to walk in a straight line, numbness or tingling of toes can make falls more likely. Ask your doctor about helpful devices such as a cane or walker and learn how to use them correctly.

- **Chronic conditions that interfere with thinking such as Alzheimer's Disease.**

- **Impaired vision or hearing**

- **Generalized weakness**

- **Fear of falling**

If you feel unsteady on your feet, talk to your doctor, nurse, or any member of your healthcare team. You may benefit from a cane or a walker. Inactivity can lead to more falls because of lost muscle strength.

- **Two or more falls in the past 6 months**

GUIDELINES TO PREVENT FALLS IN THE HOSPITAL

1. Always follow your doctor's orders and nurses' instructions about whether you must stay in bed or if you need assistance to go to the bathroom or walk around.
2. Make sure the nurse call-button works and you know how to use it. Let your nurse know if you will have trouble using the call-button.
3. Ask the staff for help if you feel dizzy or weak getting out of bed. If you must get up without waiting for help, sit in bed awhile before standing. Then get up carefully and slowly begin to walk, unless you have been advised not to walk without help.

4. Wear non-skid slippers whenever you walk in the hospital. If you don't have any slippers, ask the nurse.
5. Remain lying or seated while waiting for assistance. Please be patient. Someone will answer your call as quickly as possible.
6. Do not tamper with side rails that may be in use. Side rails are reminders to stay in bed and are designed to ensure your safety.
7. Walk slowly and carefully when out of bed. Do not lean on rolling objects such as IV poles, bedside tables or furniture.
8. Ask for help when out of bed, especially at night. Make sure there is enough light and keep your eyeglasses within reach.

A CULTURE OF SAFETY

Our first priority is promotion of safety and prevention of injury. The single most important way you can help maintain a safe environment is to be an active member of your health care team. To assist you in managing your care, we are providing information that will help you be an active member of your health care team.

HOW CAN I REPORT SAFETY CONCERNS?

We consider patients and their family members/visitors to be a vital part of our patient safety program. McLaren-Flint encourages patients and their visitors to report any risks to patient safety. If you notice something that could cause an unsafe situation, you can report it to your physician, the department manager or any of the staff providing your care. You may also report patient safety concerns, or improvement suggestions to:

Patient Relations Advocate (810) 342-2273

or

Safety Officer (810) 342-5150

Your well-being is our primary concern.

Patient Discharge

PREPARING FOR DISCHARGE

About 24 hours before your anticipated discharge from the Medical Center, you may want to talk with your nurse and/or case manager to make sure you have everything needed for a smooth transition from your stay at McLaren to your discharge destination.

Questions to ask your health care providers:

It is important that you understand your medical condition and any special instructions you need to follow to complete your recovery at home. Below are some questions you may find helpful when talking to your doctor, nurse, or case manager. Questions about your discharge process should be directed to the Case Management department at (810) 342-2375.

- What health problems do I have, and what should I do about them?
- Where do I go for tests, medicines and appointments?
- How should I take my medicine?
 - When do I take it?
 - What will it do?
 - How do I know if it is working?
 - Who do I call if I have questions?
- Are there any special precautions that need to be taken while I continue to recover?
 - What to do?
 - How to do it?
 - When to do it?
- Are there any physical or dietary restrictions?

Next Steps:

- When do I need to be seen again?
- Which doctor(s) do I need to see?
- Do I call them to schedule an appointment?
- Do I have the necessary phone numbers to call?

You may want to arrange for your transportation home. The staff will make every effort for you to be discharged by 11:00 a.m. If you have more belongings than you could carry, including flowers and balloons, it may be helpful to send some things home before you're discharge.

YOUR DISCHARGE

As you are discharged from McLaren-Flint, we want to thank you for selecting McLaren for your healthcare.

We hope that your stay with us was pleasant, and that we were able to meet your needs in a timely and caring manner.

After your discharge, you may receive a telephone call or written survey from us, asking you to answer some questions about your experience at the Medical Center.

We appreciate you taking the time to answer our questions. Your feedback will help us to evaluate our services and to identify ways to improve our care.

Whether you are contacted by us or not, we welcome any comments you would like to share with us about your stay at McLaren.

If you wish to speak with a Patient Relations staff member, please call us at 810-342-2273.

Patient Rights

PATIENT RIGHTS

DECISIONS

McLaren-Flint is committed to maintaining the respect and dignity of each person, from birth through the life and death process. This commitment includes the physical, emotional, psychological, and spiritual care of each person.

You, the patient, may have to make many decisions while you are in the Medical Center. Some of these decisions are more difficult than others, and at times additional information is needed to make these decisions. Doctors, nurses, and social workers can provide the information you need. Discussion with your family/support persons may be helpful in making these decisions.

Some of the more common decisions that need to be made are: consent for surgery and/or treatment, organ/tissue donations, whether to use life support or whether to stop some type of treatment in



progress. You may require time to think, ask questions, and discuss options with your support person. It is helpful to give thought to these decisions before they occur, as it is usually difficult to make them under pressure.

Your doctor is responsible for diagnosing illness, and prescribing medications and treatments. There are times when you have to choose between different kinds of treatments. To make the best decision possible, you may want to discuss the following points with your doctor:

- How will this treatment affect my condition?
- What are the benefits of treatment?
- What are the risks of treatment?
- How long will the treatment need to continue?
- Are there other treatment options and any associated risks?

This is the time to be honest and open with your physician, so that the

decision that is made will reflect your values and true feelings. As illness changes or progresses (for better or worse), more decisions may need to be made. Discussing your feelings with your family is also important, so they know how you feel and can support your choices.

HOSPICE SERVICES

Patients have a right to access Hospice Services. Hospice is a special way of caring for people who have a limited life expectancy and for their family. The goal and focus of hospice care is to provide comfort rather than cure. If you qualify, hospice care includes nursing care, medical social work services, physician services, counseling services and trained volunteers to help you and your family cope with the illness. Bereavement services are also available.

WHAT IF I AM UNABLE TO MAKE MY OWN DECISION?

Your family and doctor may need to make decisions if you are unable to do so. Those decisions should be what you, as the patient, want done in that situation.

Even though it is difficult to discuss illness, treatment, and the possibility of death, sharing your views with your family and physician will help them carry out your wishes.

DURABLE POWER OF ATTORNEY FOR HEALTH CARE AND LIVING WILLS

The law in Michigan allows you to name a person to make medical decisions on your behalf, if you are unable to do so. This person must be at least 18 years of age, and is known as the "Patient Advocate." The form used to designate someone to be your Patient Advocate is called the Durable Power of Attorney for Health Care.

When you name someone to be your Patient Advocate, it must be done in writing, signed by you, dated and witnessed by at least two people. Your Patient Advocate must sign a written acceptance of the responsibility before they can make decisions for you. Your Patient Advocate will not be asked to make decisions for you, unless you become unable to make your own

decisions. That determination will be made by your attending physician, and either another physician or licensed psychologist. You also have the right to cancel or change your Patient Advocate designation at any time.

If you already have a Patient Advocate, you should make sure that your doctor and the Medical Center are aware of this. A copy of that form will need to be placed in your medical records, to be sure that your wishes are followed.

If you have not named a Patient Advocate, but would like to do so, forms are available through the Social Work Department here at the Medical Center or through your attorney. It is very important for you to discuss this decision with your family, and attending physician.



A “living will” is a statement about your health care preferences to be used if you can no longer make your own choices. While the living will is not the legislated form of advance directive in Michigan, it does tell healthcare providers about your preferences. If you have a living will, please provide your doctor and the Medical Center with a copy.

If you would like further information, please contact the Social Work Department at 342-2375.

DECISIONS ABOUT LIFE SUPPORT

Many people tend to think of life support as being kept alive on a ventilator or breathing machine. However, life support can be as simple as an I.V. (intravenous line) to provide fluid or nutrition.

In some situations, life support may only be able to extend the death process and not have any true benefit. In these instances, decisions can be made to stop this treatment. Deciding to discontinue life support treatment does not mean that all medical and nursing care will be stopped. Supportive

nursing and medical care will be continued, and every effort will be made to ensure that you will be comfortable.

DECISIONS ABOUT RESUSCITATION (CPR)

CPR (cardiopulmonary resuscitation) is a method used to assist the heart and lungs. This method is beneficial in certain circumstances, but is not always helpful. Other terms for CPR are “Code Blue” or “Resuscitation.”

At certain times, the decision about whether or not to perform CPR as a method of treatment needs to be made. A decision to have no resuscitation is called a “DNR” (Do Not Resuscitate). If you have made a decision about CPR for yourself or if you have questions about the usefulness of this procedure for yourself, please discuss this with your physician. If at any time you wish to change your decision, be sure to discuss this with your family and physician/nurse so that your decision may be documented in your medical record.

DECISIONS ABOUT ORGAN AND TISSUE DONATIONS

Michigan law requires that hospitals ask about donating tissues or body organs if there is a death. Tissue donation can include eyes, skin, and bone. Organ donation includes kidneys, heart, liver, and pancreas. A request for organ donation will not be made if the patient is not an acceptable candidate for donation.

The nursing staff are available to answer questions, and assist you in making contact regarding donation arrangements with the Michigan donor organization, Gift of Life.

PAIN CONTROL

Every patient has the right to pain control that is appropriate to their situation and needs. If you feel that your pain is not being adequately relieved, you should tell your nurse and physicians so that your treatment may be reevaluated.

THE BIOETHICS COMMITTEE

Advances in medical technology and a growing public interest in healthcare issues, have given rise to complex ethical, legal and social questions about healthcare decision-making. Bioethics Committees have been formed to help physicians and patients solve ethical problems.

The Bioethics Committee is available to provide consultation to you, your family members, physicians, or health care professionals. A case consultation may be requested by contacting your nurse, physician, Medical Center Social Worker, or by calling 342-2375 for consultation.

Some situations can be resolved on an informal basis. If the issues are more complex, a formal case consultation will be arranged. All appropriate individuals involved with the patient's care, and members of the Bioethics Committee will meet to review the situation. The Committee provides supportive consultation, however, the final decision rests with the patient, family, and physician.

FILING A COMPLAINT OR CONCERN AT McLAREN

It is the goal of the administration and staff of the Medical Center that you have a pleasant hospital stay and that we meet your needs and expectations. Each employee is charged with making your stay as pleasant as possible. However, in the event you or your family members have a concern about the care you are receiving, you have the right to voice your concern(s) without fear of retaliation. To do this, please notify your caregiver immediately. If your caregiver is unable to meet your needs, he/she will contact the appropriate person to resolve your complaint. You may also request to speak with the manager of the department where you are receiving care. The manager is usually available Monday – Friday during normal business hours. After hours, or on holidays/weekends, you may request to speak with the Nursing Supervisor.

Complaints may also be filed with:

McLaren-Flint

Patient Relations Department

401 S. Ballenger Hwy, Flint, MI 48532

(810) 342-2273

While we hope you will give us every opportunity to resolve any complaints or concerns you have, patients have the right to file a concern about a health facility with the Michigan Department of Consumer and Industry Services at:

Bureau of Health Professions
Health Regulatory Division
P.O. Box 30670, Lansing, MI 48909-8170
Phone: (517) 373-9196
Email: bhpinfo@michigan.gov

Compliance Hotline: (810) 342-2256

Patients and their representatives are encouraged to use the Medical Center's Compliance Hotline (810-342-2256) to report issues or concerns related to the privacy and security of your health information, or any other regulatory matter.

McLaren-Flint is accredited by The Joint Commission. The Joint Commission is also committed to quality care. You may also contact them to communicate compliments or concerns through their website complaint@jointcommission.org or by calling 800-994-6610.

YOUR DECISIONS

These topics are not intended to make you uncomfortable, rather, they are intended to insure that you are a part of your medical treatment choices. Spending some time thinking about these concerns and discussing them with your doctor, family or support person can help you make better decisions.

PATIENT RIGHTS & RESPONSIBILITIES

As a patient of the McLaren-Flint and its affiliates, 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.
- **Inspection of medical records.** A patient or former patient is entitled to inspect, or receive for a reasonable fee, a copy of his or her medical record, within a reasonable timeframe, upon request in accordance with the Medical Records Access Act, 2004 PA 47, MCL 333.26261 to 333.26271. A third party shall not be given a copy of the patient's medical record without prior authorization of the patient, except as otherwise permitted or required under the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191, or regulations promulgated under that Act, 45 CFR parts 160 and 164.
- **Confidentiality of records.** A patient or former patient is entitled to confidential treatment of personal and medical records, and may refuse their release to a person outside the health facility or agency except as required because of a transfer to another health care facility, as required by law or third party payment contract, or as permitted or required under the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191, or regulations promulgated under that Act, 45 CFR parts 160 and 164.
- **Privacy.** A patient is entitled to privacy, to the extent feasible, in treatment and in caring for his or her personal needs.
- **Respect.** A patient is entitled, to the extent feasible, in treatment and caring for his or her personal needs, to consideration, respect, and full recognition of his 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 his or her medical condition, proposed course of treatment, prospects for recovery, and available choices for treatment, in terms the patient can understand, unless harmful to the patient's medical condition, as noted by the patient's physician in the medical record. A patient is entitled to know who is responsible for and who is providing his or her direct care.
- **Refusal of treatment.** A patient is entitled to refuse treatment to the extent provided by law, and to be informed of the consequences of that refusal. However, when a refusal of treatment prevents the Medical Center or the physician from providing appropriate care according to ethical and professional standards, the Medical Center or the physician may terminate the relationship with the patient.
- **Exercise of rights.** A patient is entitled to exercise his or her rights as a patient and as a citizen free from restraint, interference, coercion, discrimination, or reprisal. A patient's civil and religious liberties, including the right to independent personal decisions, shall not be infringed.
- **Experimental procedures.** A patient is entitled to information concerning an experimental procedure proposed as part of his or her care and shall have the right to refuse to participate in the experiment without jeopardizing his or her continuing care.
- **Explanation of the bill.** A patient is entitled to receive and examine an explanation of his or her bill, regardless of the source of payment and to receive, upon request, information relating to financial assistance available through the Medical Center.
- **Plan of care.** A patient is entitled to receive information concerning his or her continuing health needs and alternatives for meeting those needs and has the right to participate in the development and implementation of his or her plan of care.
- **Private communications.** A patient is entitled to associate with, and have private communications and consultations with his or her physician, attorney, or any other person of his or her choice and to send and receive personal mail unopened on the same day it is received at the Medical Center, unless harmful to the patient's medical condition, as noted by the patient's physician in the medical record.
- **Social activities.** A patient may meet with, and participate in the activities of social, religious, and community groups at his or her discretion, unless harmful to the patient's medical condition, as noted by the patient's physician in the medical record.
- **Freedom from restraint and abuse.** A patient is entitled to be free from mental and physical

abuse and from physical and chemical restraints, except those restraints authorized by the patient's physician in the medical record for a specified and limited time or as necessitated by an emergency to protect the patient from injury to self or to others.

- **No services by the patient.** A patient is entitled to be free from performing services for the Medical Center that are not included for therapeutic purposes in the patient's plan of care.
- **Information about the Medical Center.** A patient is entitled to information about the Medical Center's rules and regulations affecting patient care and conduct. A patient is entitled to information about the Medical Center's policies and procedures for initiation, review, and resolution of patient complaints.
- **Advance directives.** A patient is entitled to receive information about designating another person to make decisions about his or her medical care at the Medical Center in the event the patient is not capable of making decisions himself or herself. A patient may formulate an advance directive and the Medical Center staff will comply with 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 Medical Center's practices and environment.
- **Transfer of care.** A patient may not be transferred to another facility unless the patient has received a complete explanation of the need for the transfer.
- **HIV testing.** A patient may not be tested for HIV infection without the patient's consent, unless a health professional or Medical Center employee sustains percutaneous, mucous membrane, or open wound exposure to the blood or other body fluids of the patient. If such exposure has occurred, an HIV test 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.
- **Additional information.** If you feel that your rights have not been respected, or if you have concerns about the care you have received, you may file a complaint by calling (810) 342-2273 or writing to:

McLaren-Flint

Patient Relations Department

401 S. Ballenger Hwy, Flint, MI 48532

PATIENT RESPONSIBILITIES

- **Medical history.** A patient is responsible for providing honest and complete information about his or her current condition and about his or her past medical condition and treatment.
- **Lack of understanding.** A patient is responsible for making it known if the patient does not understand the description of his or her condition or the description of the course of treatment proposed for his or her condition.
- **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. This responsibility also includes keeping 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 for ensuring payment for, the medical treatment rendered to the patient at the Medical Center.
- **Respect for others and for property.** A patient is responsible for being considerate of the rights of other patients and for Medical Center personnel. This responsibility particularly recognizes that other patients may be harmed by noisy conversation or behavior. Each patient is also responsible for being respectful of Medical Center property.
- **Medical Center rules and regulations.** A patient is responsible for following the rules and regulations of the Medical Center regarding patient care and conduct.
- **Notice of admission.** A patient has the right to have a family member, a representative and his or her own physician notified promptly of his or her admission.

Medicare Rights

MEDICARE RIGHTS

YOUR RIGHTS IF YOU ARE A MEDICARE HOSPITAL PATIENT

- You have the right to receive all the hospital care that is necessary for the proper diagnosis and treatment of your illness or injury. According to Federal law, your discharge date must be determined solely by your medical needs, not by diagnoses or by Medicare payments.
- You have the right to be fully informed about decisions affecting your Medicare coverage and payment for your hospital stay and for any post-hospital services.
- You have the right to request a review by a Peer Review Organization of any written Notice of Noncoverage that you receive from the hospital stating that Medicare will no longer pay for your hospital care. **Peer Review Organizations (PROs)** are groups of doctors who are paid by the Federal Government to review medical necessity, appropriateness and quality of hospital treatment furnished to Medicare patients. The phone number and address of the PRO for Michigan is:

Michigan Peer Review Organization (MPRO)
40600 Ann Arbor Road, Suite 200
Plymouth, Michigan 48170
1-800-365-5899
or TTY 711-800-365-5899

TALK TO YOUR DOCTOR ABOUT YOUR STAY IN THE HOSPITAL

You and your doctor know more about your condition and your health needs than anyone else. Decisions about your medical treatment should be made between you and your doctor. If you have any questions about your medical treatment, your need for continued hospital care, your discharge, or your need for possible post hospital care, don't hesitate to ask your doctor. The hospital's patient representative or social worker will also help you with your questions and concerns about the hospital services.

IF YOU THINK YOU ARE BEING ASKED TO LEAVE THE HOSPITAL TOO SOON

Ask a hospital representative for a written notice of explanation immediately, if you have not already received one. This notice is called a “Notice of Noncoverage.” You must have this Notice of Noncoverage if you wish to exercise your right to request a review by the Peer Review Organization (PRO). (See page 27 for Michigan PRO.)

The Notice of Noncoverage will state either that your doctor or the PRO agrees with the hospital’s decision that Medicare will no longer pay for your hospital care.

If the hospital and your doctor agree, the PRO does not review your case before a Notice of Noncoverage is issued. But the PRO will respond to your request for a review of your Notice of Noncoverage and seek your opinion. You cannot be made to pay for your hospital care until the PRO makes its decision, if you request the review by noon of the first work day after you receive the Notice of Noncoverage.

If the hospital and your doctor disagree, the hospital may request the PRO to review your case. If it does make such a request, the hospital is required to send you a notice to that effect. In this situation the PRO must agree with the hospital or the hospital cannot issue a Notice of Noncoverage. You may request that the PRO reconsider your case after you receive a Notice of Noncoverage but since the PRO has already reviewed your case once, you may have to pay for at least one day of hospital care before the PRO completes this reconsideration.

If you do not request a review, the hospital may bill you for all the costs of your stay beginning with the third day after you receive the notice of noncoverage. The hospital, however, cannot charge you for care unless it provides you with a Notice of Noncoverage.

HOW TO REQUEST A REVIEW OF THE NOTICE OF NONCOVERAGE

If the Notice of Noncoverage states that your physician agrees with the hospital's decision to discharge you:

- You must make your request for review to the PRO by noon of the first work day after you receive the Notice of Noncoverage by contacting the PRO by phone or in writing.
- The PRO must ask for your views about your case before making its decision. The PRO will inform you by phone or in writing of its decision on the review.
- If the PRO agrees with the Notice of Noncoverage, you may be billed for all costs of your stay beginning at noon of the day after you receive the PRO's decision.
- Thus, you will not be responsible for the cost of hospital care before you receive the PRO's decision.
- If the Notice of Noncoverage states that the PRO agrees with the hospital's decision to discharge you:
 - You may make a request for reconsideration to the PRO immediately upon receipt of the Notice of Noncoverage by contacting the PRO by phone or in writing.
 - The PRO can take up to three working days from receipt of your request to complete the review. The PRO will inform you in writing of its decision on the review.
 - Since the PRO has already reviewed your case once, prior to the issuance of the Notice of Noncoverage, the hospital is permitted to begin billing you for the cost of your stay beginning with the third calendar day after you receive your Notice of Noncoverage even if the PRO has not completed its review.
 - Thus, if the PRO continues to agree with the Notice of Noncoverage, you may have to pay for at least one day of hospital care.

NOTE: The process described above is called "immediate review." If you miss the deadline for this immediate review while you are in the hospital, you may still request a review of Medicare's decision to no longer pay for your care at any point during your hospital stay or after you have left the hospital. The Notice of Noncoverage will tell you how to request this review.

POST-HOSPITAL CARE

When your doctor determines that you no longer need all the specialized services provided in a hospital, but you still require medical care, he or she may discharge you to a skilled nursing facility or with home care services. The discharge planner at the hospital will help arrange for the services you may need after your discharge. Medicare and supplemental insurance policies have limited coverage for skilled nursing facility care and home health care. Therefore, you should find out which services will or will not be covered and how payment will be made. Consult with your doctor, hospital discharge planner, patient representative and your family in making preparations for care after you leave the hospital. Don't hesitate to ask questions.

Be Our Guest - Go Wireless



Simply do the following from your personal computer/ device:

- 1) View available wireless networks
- 2) Select and connect to wireless connection named **“guest”** *

** Connection does not require an access code or key.*



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401 S. Ballenger Highway
Flint, Michigan 48532

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