

McLaren Print System Order

Order No: 42947
 Order Date: 2019-02-18
 User: Tina Kent
 Phone: 586-843-3935

Ship Location: McLaren Macomb Primary Care
 13425 19 Mile Rd
 Sterling Heights, MI 48313,

Brochures
 Quantity: 1
 Paragon Dept No: 71150
 Dept Name: mclaren macomb primary care
 Company Number: 810

Order Total Price: 18.00

Item Number: MHCC-540-A
 Item Description: Patient Rights Sign (MMG 16 x 20) with Lamination and Foam Core
 Revision Date: 6/2018
 Print:
 Paper:
 Size:
 Fold:
 Finish:
 Drill:
 Misc Info: Finish size: 16 x 20 inches; CLC; no bleed; with 5 mill lam; mounted on foam core



PATIENT RIGHTS

All patients of McLaren Medical Group (MMG) have the rights listed below.

- 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.
- Appropriate services:** Each patient of McLaren will be treated, with the exception of emergency medical services, in a timely fashion.
- Effective communication:** Each patient will be provided with effective means of communication that consider his/her hearing, speech, vision, and language needs.
- Respect:** A patient is entitled to be treated with dignity and to receive care that is respectful of his/her personal, spiritual, and cultural needs.
- Privacy of rights:** A patient is entitled to exercise his/her rights as a patient and as a resident from his/her residence, independent, community, discrimination, or hospital. A patient's civil and religious liberties, including the right to conscientious personal decisions, shall not be infringed.
- Confidentiality of records:** A patient or former patient is entitled to confidential treatment of his/her personal and medical records. In that party shall not be allowed access to this information without the prior authorization of the patient, except as required because of a transfer to another health care facility, or as required by law or a third party consent contract.
- Respect of medical records:** A patient or former patient is entitled to request his/her records of record upon request, or to receive for a reasonable fee, a copy of the medical record.
- Privacy:** A patient is entitled to privacy in his/her health care treatment and to control his/her personal records.
- Appropriate care:** A patient is entitled to receive adequate and appropriate care.
- Advance directives:** A patient has the right to make advance directives for his/her care, to designate someone to make decisions on his/her behalf, or to receive information on how to make an advance directive.
- Information about treatment:** A patient is entitled to receive the following from the appropriate individual: information about his/her medical condition, proposed course of treatment, prognosis, for recovery and available choices for treatment, information on how the patient is understood, if a patient is unable to give who is responsible for and who is providing his/her direct care.
- Patient participation in care decisions:** A patient is entitled to participate in decisions about his/her plan for treatment.
- Family participation in care decisions:** A patient may choose whether or not to have family members involved in his/her care decisions.
- Refuse:** A patient has the right to refuse the orders when he or she disagrees, including not to be treated, to receive a substitute patient (including a name his/ her family member), another family member, or a third party, and has the right to withdraw or deny such consent at any time. A patient's refusal will not be considered "refusal" or otherwise denied insurance privileges on a basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- Experimental procedures/treatment:** A patient is entitled to information concerning an experimental procedure proposed as part of his/her care and shall have the right to allow to participate in the experiment without jeopardizing his/her continuing care.
- Pain Management:** Every patient has the right to have his/her pain assessed and appropriately managed.
- Refusal of treatment:** A patient is entitled to refuse treatment to the extent provided by law and to be informed of the consequences of his refusal. However, when a refusal of treatment presents a threat to the physical health or safety of the patient, or when a refusal of treatment presents a threat to the physical health or safety of others, a patient is entitled to be treated in a manner that is necessary to protect the patient's safety or the safety of others.
- Accountability:** A patient is entitled to expect reasonable safety as to MMG's practices and procedures.
- Explanation of the bill:** A patient is entitled to receive and examine an explanation of his/her bill, regardless of the source of payment and to receive, upon request, information relating to financial assistance available through MMG.
- No retaliation by the patient:** A patient is entitled to file a complaint regarding services for MMG that are not included for licensure purposes in the patient's plan of care.
- Independent grievance/complaints:** A patient is entitled to information about procedures for criticism, review, and resolution of patient complaints. A patient believes that he/she is not able to resolve any of the foregoing rights, the patient is invited to contact Patient Experience at (586) 281-3100.

PATIENT RESPONSIBILITIES

Each patient of McLaren Medical Group is expected to carry out the responsibilities listed below.

- Spec Info:** Each patient shall provide a copy of an advance directive, if available, for inclusion in patient's medical record.
- Insurance for liability:** Each patient is responsible for carrying a liability of his/her own or regarding the safety of the office environment or the treatment he/she is receiving.
 - Following instructions:** Each patient is responsible for following the treatment plan recommended by the patient's health care team, including physicians, nurses and therapists. This responsibility includes understanding appointments and giving adequate notice when unable to keep appointments.
 - Each of understanding:** Each patient is responsible for reading it before if they are done and understand the description of his/her condition or the description of the course of treatment proposed for his/her condition.
 - Medical history:** Each patient is responsible for providing honest and complete information about his/her past medical history and about his/her past medical condition and treatment.
 - Refusal of treatment:** Each patient has the right to refuse treatment, but a patient who refuses treatment is responsible for the results of the decision to refuse treatment.
 - Payment for treatment:** Regardless of the type of insurance the patient has, the patient is responsible for paying his or her amount payment for the medical treatment rendered to his/her at MMG.
 - MMG's rules and regulations:** Each patient is responsible for following the rules and regulations of MMG regarding patient care and conduct.
 - Respect the rights and property:** Each patient is responsible for being respectful of the rights of other patients and MMG personnel. That responsibility particularly recognizes that other patients may be harmed by inappropriate actions or behavior. Each patient is also responsible for being respectful of MMG's property.