

## McLaren Print System Order

Order No: 43988  
 Order Date: 2019-03-27  
 User: Dawn Ward  
 Phone: 989-345-9970

Ship Location: McLaren Bay Family Practice Gladwin (Attn: Melissa Johnson)  
 2137 W. M-61  
 Gladwin, MI 48624,

Brochures  
 Quantity: 1  
 Paragon Dept No: 69375  
 Dept Name: Primary Care West Branch  
 Company Number: 810

Order Total Price: 8.00

Item Number: MHCC-540-A  
 Item Description: Patient Rights Sign (MMG 16 x 20)  
 Revision Date: 6/2018  
 Print:  
 Paper:  
 Size:  
 Fold:  
 Finish:  
 Drill:  
 Misc Info: Finish size: 16 x 20 inches; CLC; no bleed



### 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 orientation, or source of payment.
- Appropriate access.** Each patient, physically or visually impaired, will be afforded appropriate physical access to MMG facilities.
- 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 consumer free from restraint, interference, coercion, discrimination, or reprisal. A patient's civil and religious freedoms, 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. A third party shall not be allowed access to this information without the prior authorization of the patient, except as required for care of a transfer to another health care facility, or as required by law or a third party payment contract.
- Retention of medical records.** A patient or former patient is entitled to request his/her medical records upon request, or to request for a reasonable fee, a copy of the medical record.
- Wrongly.** A patient is entitled to privacy for his/her medical records, and to request for 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 instruct 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 to receive the patient can understand. A patient is entitled to know who is responsible for and who is providing his/her direct care.
- Participate in care decisions.** A patient is entitled to participate in decisions about his/her plan for treatment.
- Partly participate in care decisions.** A patient may choose whether or not to have health decisions made on his/her care decisions.
- Refuse.** A patient has the right to refuse the orders when he or she disagrees, including, but not limited to, a specific, identifiable patient (including a minor who demonstrates sufficient maturity, competence, or judgment) and has the right to withdraw or deny such consent at any time. A patient's order will not be restricted, limited, or otherwise denied without permission, on a basis of race, color, national origin, religion, sex, genetic identity, sexual orientation, or disability.
- Experimental procedures/techniques.** A patient is entitled to information concerning an experimental procedure proposed as part of his/her care and shall have the right to refuse to participate in the experiment without jeopardizing his/her continuing care.
- Plan Management.** Every patient has the right to have his/her care assessed and appropriately managed.
- Refusal of treatment.** A patient is entitled to refuse treatment to the extent permitted by law and to be informed of the consequences of that refusal. However, when a refusal of treatment prevents MMG or the physician from providing appropriate care according to ethical and professional standards, MMG or physician may terminate the relationship with the patient.
- Prevent 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 essential to a clinical protocol for sedating, blood drawing, anesthesia, etc., where confinement is necessary for the patient's safety in the implementation of such procedures.
- Reasonable safety.** 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 services by the patient.** A patient is entitled to be free from performing services for MMG that are not included for therapeutic purposes in the patient's plan of care.
- Information about meeting competency.** A patient is entitled to information about procedures for recovery, mental and emotional patient competency. If a patient believes that he/she is not able to exercise any of the foregoing rights, the patient is invited to contact Patient Experience at (989) 345-9970.

### PATIENT RESPONSIBILITIES

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

- Advance directives.** Each patient shall provide a copy of an advance directive, if completed, to his/her treating provider.
- Change in insurance.** Each patient is responsible for notifying a member of staff regarding any change in insurance coverage, including the type of insurance, the name of the insurer, and the policy number.
- Follow-up instructions.** Each patient is responsible for following the treatment plan and instructions from the patient's health care team, including physicians, nurses, and therapists. This responsibility also includes keeping appointments and giving advance notice when unable to keep appointments.
- Self-education.** Each patient is responsible for making it known if they do not understand the description of his/her condition or the description of the nature of treatment provided by his/her condition.
- Medical history.** Each patient is responsible for providing honest and complete information about his/her current condition 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.
- Change in insurance.** Regardless of the type of insurance the patient has, the patient is responsible for notifying staff of the insurance company 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, including admission rules and conduct.
- Report to office promptly.** Each patient is responsible for being present at the office at the scheduled time and adhering to the patient's responsibility, particularly to ensure that other patients may be harmed by being late or absent.

## Spec Info: