

## McLaren Print System Order

Order No: 44505  
 Order Date: 2019-04-15  
 User: TINA PLAUTZ  
 Phone: 248-674-2259

Ship Location: **MCLREN OAKLAND WATERFORD MEDICAL ASSOCIATES**  
 5210 Highland Rd, Suite 201  
 WATERFORD, MI 48327

Brochures  
 Quantity: 1  
 Paragon Dept No: 73000  
 Dept Name: Waterford Medical Associates  
 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 Medical Group who is injured, treated, or receives appropriate physical services is entitled to receive:
- 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 receiving, transferring, continuing, discontinuing, or repeating. All patients' 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. All third parties 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 and 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 is known to the patient or understood. A patient is entitled to receive 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.
- Refusal:** A patient has the right to refuse the orders when he or she is competent, including not to be treated in a manner a substitute patient (including a surrogate patient) 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 construed, treated, or otherwise denied without prejudice on a basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- Experimental procedures/treatments:** 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.
- Cost Management:** Every patient has the right to have his/her care assessed and reasonably 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 his refusal. However, when a refusal of treatment presents a threat to the patient's health, the physician may terminate the relationship with the patient.
- Respect for culture and values:** A patient is entitled to be free from mental and physical abuse and from physical and chemical restraints, except those restraints prescribed by a clinical protocol for reducing blood-sugar, glucose, or other conditions necessary for the patient's safety in the implementation of such procedures.
- 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 therapeutic purposes in the patient's chart 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 (800) 363-3833.

### 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.
- Consent for liability:** Each patient is responsible for notifying a member of the staff of concerns 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 taking appropriate medications and giving adequate notice when unable to keep appointments.
- Cost of understanding:** Each patient is responsible for reading or having it read to him/her and understanding the details 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 him/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.