

McLaren Print System Order

Order No: 46450
 Order Date: 2019-06-24
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Ship Location: McLaren Cardiovascular Institute
 1030 Harrington Blvd suite 101
 Clinton Township, MI 48043

Brochures
 Quantity: 1
 Paragon Dept No: 72300
 Dept Name: McLaren Cardiovascular Institute
 Company Number: 810

Order Total Price: 1.85

Item Number: MM-540-B1
 Item Description: MM-Patient Rights
 Revision Date: 5/2019
 Print:
 Paper:
 Size:
 Fold:
 Finish:
 Drill:
 Misc Info: 11x17; ss; color; bleed; Laminated with edge seal

PATIENT RIGHTS AND RESPONSIBILITIES

McLaren Medical Group wants you to be a partner in your hospital care. We believe the more you know about the more you participate and talk with your doctors and healthcare team, the more effective and satisfying your hospital 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 advocate need help understanding or enforcing your rights and responsibilities, please talk with your doctor or nurse.

ASSURING ACCESS TO CARE
 You have the right to receive the highest quality and medically necessary care and to not be discriminated against for any reason. You have the right to speak privately with anyone you choose. If you do not speak English or are hearing, vision or speech impaired, an interpreter, sign or hearing aid or other device will be provided for 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 emergency or life-threatening situations, you have the right to consent to or refuse procedures, and you have the right to change your mind and withdraw that permission at any time before the procedure.

REFUSING TREATMENT
 You have the right to refuse any treatment or medication, as permitted by law. The staff will help you understand the possible medical consequences of your refusal but are not responsible for any resulting harm. You have the right to be free from restraint unless it is necessary to protect your safety or that of others. Physical restraints will be applied only to protect other patients or staff and will be discontinued as soon as your medical condition permits. Restraints will be used for the shortest time possible only under a physician's order.

RESOLVING COMPLAINTS
 Every patient has the right to be informed of hospital 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 provide instructions from the right to have access to outside 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 suspected abuse 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.

DECIDING YOUR FUTURE
 You have the right to have an Advanced Directive, legal in the State of Michigan, which is a Written Order of Wishes for Health Care Decision Making. This document expresses your wishes and choices about your future care and needs or alternate treatment only with healthcare decisions for you if you are unable to make your own decisions.

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

Patient Safety Concerns Can Be Reported the Following Ways:

McLaren Medical Group
 Patient Experience Department
 810-343-1989

Michigan Department of Licensing and
 Regulation (DLARA)
 Mail to:
 Bureau of Community and Health Systems
 P.O. Box 30663, Lansing, MI 48909
 Call: 800-883-4944 (toll-free)

The Joint Commission
 Mail to:
 Office of Quality Monitoring
 One Renaissance Boulevard
 Columbus, Tennessee, 38401
 Fax to: 800-793-6636 or
www.jointcommission.org, using the "Report a Patient Safety Event" link in the "Notice Center"

Spec Info: