

## McLaren Print System Order

Order No: 48921  
 Order Date: 2019-09-26  
 User: Pam Gross  
 Phone: 989-460-7409

Ship Location: Caro Family Medicine  
 202 E Frank St  
 Caro, MI 48723

Brochures  
 Quantity: 2  
 Paragon Dept No: 58900  
 Dept Name:  
 Company Number: 810

Order Total Price: 36.00

Item Number: MHCC-540-B  
 Item Description: Patient Rights Sign (Primary Care 16 x 20) with Lamination and Foam Core  
 Revision Date: 2/2015  
 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 Primary Care, Inc. have the rights listed below.

- **No discrimination:** A patient will receive standard 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, if physically or visually impaired, will be afforded appropriate physical access to a Primary Care, Inc. facility.
- **Effective communication:** Each patient will be provided with effective means of communication that consider factors hearing, speech, vision, and language needs.
- **Respect:** A patient is entitled to be treated with dignity and to receive care that is respectful of her/his personal, spiritual, and cultural needs.
- **Access to rights:** A patient is entitled to receive her/his rights as a patient and as a citizen from laws, contracts, understandings, customs, discrimination, or reprisal. It includes civil and religious liberties, including the right to independent personal decisions, shall not be infringed.
- **Confidentiality of records:** A patient or former patient is entitled to confidential treatment of her/his 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 or transfer to another health care facility, or as required by law or a valid public government contract.
- **Respect of medical records:** A patient or former patient is entitled to request her/his medical record upon request, or to receive for a reasonable fee, a copy of the medical record.
- **Privacy:** A patient is entitled to privacy, to the extent feasible, in treatment and in caring for her/his personal needs.
- **Appropriate care:** A patient is entitled to receive adequate and appropriate care.
- **Advance directives:** A patient has the right to make advance directives for her/his care, to designate someone to make decisions on her/his 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 her/his medical condition, proposed course of treatment, prognosis for recovery, and available choices for treatment. Information is to be given the patient can understand. A patient is entitled to know who is responsible for, and who is providing, her/his direct care.
- **Patient participation in care decisions:** A patient is entitled to participate in decisions about her/his plan for treatment.
- **Family participation in care decisions:** A patient may choose whether and to have family members involved in her/his care decisions.
- **Refusal:** A patient has the right to refuse the various options for or the diagnosis, including, but not limited to, a surgery, a diagnostic procedure (including a routine diagnostic pathway, another family member, or a friend) and has the right to withdraw or deny such consent at any time. If patient's state will not be restricted, limited, or otherwise denied relative 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 her/his care and shall have the right to refuse to participate in the experiment without jeopardizing her/his continuing care.
- **End of treatment:** Every patient has the right to have her/his pain 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 Primary Care, Inc. or the physician from providing appropriate care according to ethical and professional standards, Primary Care, Inc. or physician may terminate the relationship with the patient.
- **Prevention from restraint and abuse:** A patient is entitled to be free from mental and physical abuse and from physical and chemical restraints, except those necessary as part of a plan of protocol for managing, stabilizing, de-escalating, or when confinement is necessary for the patient's safety, in the implementation of such protocols.
- **Financial safety:** A patient is entitled to accept reasonable safety as to Primary Care, Inc.'s products and treatments.
- **Explanation of the bill:** A patient is entitled to receive and receive an explanation of her/his bill, regardless of the status of payment and to receive, upon request, information relating to financial assistance available through Primary Care, Inc.
- **No action by the patient:** A patient is entitled to be free from performing services for Primary Care, Inc. that are not included in her/his proposed plan of the patient's plan of care.
- **Information about resolving complaints:** A patient is entitled to information about procedures for resolution, review, and resolution of patient complaints.

If a patient believes that her/his is not able to exercise any of the foregoing rights, the patient is invited to contact:  
 Practice Management at 8100-363-0366.

### PATIENT RESPONSIBILITIES

Each patient of Primary Care, Inc. is expected to carry out the responsibilities listed below.

- **Provide a copy of an advance directive:** A patient shall provide a copy of an advance directive to the physician in patient's medical record.
- **Provide for safety:** Each patient is responsible for making it a matter of the staff of concern regarding the safety of the office environment or the equipment her/his is receiving.
- **Following instructions:** Each patient is responsible for following the treatment plan recommended by the patient's health care team, including directions, orders and therapies. This responsibility also includes keeping appointments and going adequate notice when unable to keep appointments.
- **Cost of professional services:** Each patient is responsible for making it a matter of her/his care not to understand the description of her/his condition or the description of the course of treatment proposed for her/his condition.
- **Medical history:** Each patient is responsible for providing honest and complete information about her/his current condition and about her/his past medical conditions and treatments.
- **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.
- **Changes for treatment:** Regardless of the type of insurance the patient has, the patient is responsible for paying for, or for arranging payment for, the medical treatment recommended by her/his or Primary Care, Inc.
- **Primary Care, Inc. rights and regulations:** Each patient is responsible for following the rules and regulations of Primary Care, Inc. regarding patient care and conduct.
- **Respect for others and property:** Each patient is responsible for being considerate of the rights of other patients and Primary Care, Inc. personnel. This responsibility particularly recognizes that other patients may be harmed by their conversations or behaviors. Each patient is also responsible for being respectful of Primary Care, Inc. property.

## Spec Info: