

McLaren Print System Order

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User: Jamie Wark
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401 N. Hooper Street
Caro, MI 48723

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Dept Name: Clinics
Company Number: 510

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PATIENT RIGHTS AND RESPONSIBILITIES

McLaren wants you to be a partner in your clinic care. We believe the more you know and the more you participate...

ASSURING ACCESS TO CARE

You have the right to receive comprehensive, respectful and nondiscriminatory care and to not be discriminated against for any reason...

You are responsible for providing full and accurate information about your diagnosis, medical history, use of medications and other matters related to your health.

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...

You are responsible for asking questions when you do not understand or are not satisfied with the information or instructions given to you by your physician and healthcare team.

RECEIVING TREATMENT

You have the right to refuse any treatment or medication, as permitted by law. Our staff will help you understand the possible medical consequences of your refusal...

You are responsible for the consequences of your decisions if you refuse treatment or do not follow the instructions of your physician or healthcare team.

RESOLVING COMPLAINTS

Each patient has the right to be informed of clinic policies and procedures that relate to patient care, payment and responsibilities. Each patient has the right to be informed of available resources for resolving complaints, conflicts and official issues...

RESPECTING 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...

You are responsible for following clinic rules, following instructions in case of emergency, and being courteous and respectful to the privacy and rights of other patients and staff.

PLANNING YOUR CARE

You have the right to request your doctor to coordinate your care with the help of the clinic staff and other specialists as needed. You also have the right to be involved in planning your care...

You are responsible for reporting any changes in your condition or problems in your treatment including your ability to care for yourself.

DECIDING YOUR FUTURE

You have the right to have an Advance Directive, legal in the State of Michigan, which is a Florida Patient Self-Direction for Health Care Decision Making. This document expresses your wishes and choices about your future care and names an alternate decision maker who will make healthcare decisions for you if you are unable to make your wishes known.

If you have an Advance Directive, you should give a copy to your immediate family and your physician and bring it along with you to the clinic. If you do not have a written Advance Directive, we encourage you to discuss your wishes with your family and physician and complete one.

UNDERSTANDING BILLING AND PAYMENT

You have the right to a full explanation of your clinic bill and to information about financial aid for the healthcare. You are responsible for providing accurate and timely information about medications and services for clinic services or for meeting with the clinic to arrange payment.

Patient Safety Concerns Can Be Reported the Following Ways:

McLaren Medical Group
Patient Experience Improvement
800-843-0888
Report a Safety Concern and Patient Experience
751-566-2888, Lansing, MI 48906
Call 800-843-0888 (toll free)
800-843-0888 (toll free)
mclaren.com/patientexperience
patientexperience@mclaren.com

The Joint Commission
Office of Quality Improvement
One Renaissance Boulevard
Troy, MI 48063
Phone: 734-746-7800 or
email: customerexperience@jointcommission.org
www.jointcommission.org
www.jointcommission.org/using-the-patient-a-patient-safety-event-link-to-the



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Spec Info: