

PATIENT RIGHTS CONTINUED

- File a complaint with any of the following organizations regardless of whether your concern is resolved to your satisfaction by Michigan Medicine.

- **Michigan Department of Licensing and Regulatory Affairs (LARA)**
Bureau of Community and Health Systems
PO Box 30664
Lansing, MI 48909
800-882-6006 (toll free)

- **Livanta**
Medicare Quality of Care Complaints
BFCC-QIO Program
10820 Guilford Road, Suite 202
Annapolis Junction, MD 20701-1105
Phone: 888-524-9900
(Region 5: OH, IN, IL, MI, MN, WI)

- **The Joint Commission**
Office of Quality & Patient Safety
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
(fax) 630-792-5636
To report a patient safety event visit:
www.jointcommission.org

■ **Concerns About Billing or Your Ability to Pay**

- You can request an explanation about all items on your bill. If you have a question about billing, insurance or financial assistance, call 855-855-0863.

Michigan Medicine complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Si usted habla español tiene a su disposición servicios gratuitos de asistencia lingüística.

Llame al 877-810-4719 y pida que le conecten con la oficina de los Servicios de Interpretación al 734-936-7021. Si desea usted obtener información con respecto a sus derechos y responsabilidades como paciente consulte, por favor, con su proveedor de atención médica de Michigan Medicine.

如果您说中文，您可以获得语言协助的 免费服务。请拨打 877-810-4720，请求连接到翻译服务办公室 (734-936-7021)。如果您想 获得关于病人权利和责任 的资料，请向您的密西根医学部的提供者咨询

■ **As a Patient at Michigan Medicine, You Have the Responsibility to:**

- Follow the rules involving patient care and conduct. These include Michigan Medicine visitation and no smoking policies.
- Provide us with a complete and accurate medical history. This history includes all prescribed and over-the-counter medications you are taking.
- Tell us about all treatments and interventions you are receiving.
- Follow the suggestions and advice your health care providers prescribe in a course of treatment. If your refusal of treatment prevents us from providing appropriate care according to ethical and professional standards, we may need to end our relationship with you after giving you reasonable notice.
- Leave valuables at home and bring only necessary items for the hospital stay. The hospital is not responsible for any lost or stolen valuables.
- Be considerate of the rights of other patients and Michigan Medicine personnel and property.
- Provide information about difficulties you may have regarding your health care that we may not be aware of.
- Tell us if you clearly understand your plan of care and the things you are asked to do.
- Make appointments and arrive on time. You must call in advance when you cannot keep a scheduled appointment.
- Meet any financial obligations agreed to with the hospitals and health centers. This includes providing us with correct information about your sources of payment and ability to pay your bill.



Patient Relations & Clinical Risk
877-285-7788

300 North Ingalls Street, Room 8A06
Ann Arbor, MI 48109-5478

99-10161 HIM: 04/22

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PATIENT RIGHTS
AND RESPONSIBILITIES



Thank you for choosing Michigan Medicine for your healthcare needs.

As a patient receiving care at Michigan Medicine, we want you to know the rights you have as a patient early in your care. These rights include, among others, respectful and considerate treatment, involvement in making decisions about your care, privacy of your health information, and designating the individuals who can visit you or be involved in your care.

Michigan Medicine is a diverse place that endorses a culture of equity and inclusion. In order to reinforce these values, we do not tolerate harassment, discrimination, or abusive behavior. Michigan Medicine does not assign staff to patients on the basis of race, color, national origin, age, marital status, sex, sexual orientation, gender identity, gender expression, disability, religion, height, weight, or veteran status of either the patient or staff. A patient's preference based on stereotyped characterizations shall not be honored. However, accommodations may be made for legitimate bodily privacy concerns.

Michigan Medicine honors patients and families as the center of care.

■ *Access to Respectful Care*

Healthcare providers listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.

You will receive necessary care regardless of your:

- | | |
|--|---------------------|
| - race | -age |
| - sex, gender identity and gender expression | -marital status |
| - color | -sexual orientation |
| - religion or creed | -disability |
| - national origin or ancestry | -height or weight |
| | -veteran status |

■ *As a Patient at Michigan Medicine, You Have the Right to:*

- Receive reasonable accommodations if you are a person with special needs.
- Receive reasonable accommodations for your religious practices.

- Receive considerate and respectful care in a smoke-free environment.
- Speak alone with anyone you wish while in the hospitals or health centers unless your health care provider determines it is not in your best medical interest.
- Accept or refuse visits from anyone you choose unless the visitor's presence compromises yours or others' rights, safety or health. This includes family members, a spouse, a domestic partner (including a same-sex domestic partner) or any other type of visitor. You have the right to withdraw (cancel) a consent to visitation at any time. If the patient is a minor, it is the parents or legal guardians who have this right.
- Receive proper assessment and management of pain.
- Give or refuse consent for recordings, photographs, films or other images to be produced, unless it is for identification, diagnosis or treatment.
- Be free from restraint of any form or seclusion that is not medically necessary.
- Be free from coercion (intimidation), unwarranted discipline or retaliation by staff.
- Be free from mental, physical, sexual and verbal abuse, neglect and exploitation.
- Speak or meet with clergy of your choice.
- Access protective and advocacy services.
- Request an Ethics Committee consultation for guidance on health care decision making. To make a request, contact the hospital paging operator at 734-936-4000 and ask for the Ethics Consultant on call for the Adult Ethics Committee or Pediatric Ethics Committee.
- Privacy.

■ *Involvement in Care Decisions*

Michigan Medicine patients and families are encouraged to participate in the care and the decision-making at the level with which they are comfortable. As such, patients can:

- Have a family member or other representative and your own physician notified of your admission to the hospital.

- Receive information about your diagnosis, health status, condition, treatment, prognosis and unanticipated outcomes of care.
- Know who is taking care of you and their professional titles.
- Receive education about safe use of medications, medical equipment, potential food-drug interactions and counseling on nutrition and modified diets.
- Be involved in the planning, completion and review of your plan of care, including pain management and your plan of care for after you leave Michigan Medicine.
- Receive the information needed to consent to a treatment, including the potential risks and benefits of that treatment.
- Refuse treatment to the extent permitted by law. It is our responsibility to discuss with you the possible results of your refusal.
- Participate in health care decisions and have hospital staff provide you with information on advance directives and comply with your wishes in accordance with the law.
- Request treatment. However, your right to make decisions about health care does not mean you can demand treatment or services that are not medically necessary or appropriate.
- Receive information about research procedures that we suggest as part of your care. You have the right to refuse to participate in research without risking your access to continuing care.

■ *Your Medical Records*

Our healthcare providers communicate and share information with patients and families in ways that are supportive and useful. In addition, you can:

- See your medical record at a time suitable for both you and the staff. After discharge you may request and obtain a copy of your medical record for a reasonable fee. To request a copy of your medical record, call the Release of Information Unit at 734-936-5490.

- Request changes to your protected health information (PHI). You have the right to ask that your information not be given out. To make this request, contact the Release of Information Unit at 734-936-5490.
- Expect confidentiality, privacy and security of your records, both personal and medical. We may use or disclose PHI without your permission as described in our Notice of Privacy Practices, for example, to coordinate your care or submit a claim to your insurance company.
- Have a variety of other rights related to your medical records that are explained in Michigan Medicine Notice of Privacy Practices. You may obtain a copy of the Notice of Privacy Practices by contacting the Privacy Director at 866-990-0111.

■ *Concerns About Care or Service*

Michigan Medicine values collaboration among patients, family members and providers. We listen to our patients and families to let us know how we can improve. It is our aim to provide our patients and families with health care information in a manner and form that you can understand. We want you to be safe and receive the best medical care that we can provide. We also want to hear from you about what went well, or what could have been improved about your care while at Michigan Medicine. We encourage our patients and families to:

- Express any concerns you may have regarding your care or service. We encourage you to inform your health care team of any specific needs you have and to communicate concerns or compliments to the individuals or department involved.
- Speak up to identify uncomfortable situations or confusion about the care provided or planned, or if you have any safety concerns. Legal guardians and visitors also have this right.
- File a formal written or verbal complaint with Patient Relations & Clinical Risk if your health care providers cannot promptly resolve your concerns. You can reach Patient Relations & Clinical Risk by phone at 877-285-7788. You may also write to us at 300 North Ingalls Street, Room 8A06, Ann Arbor, MI 48109-5478.