

Patient Rights and Responsibilities

NOT A MEDICAL RECORD DOCUMENT

Thank you for choosing Michigan Medicine for your health care 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
 - sex, gender identity and gender expression
 - color
 - religion or creed
 - national origin or ancestry
 - age
 - marital status
 - sexual orientation
 - disability
 - 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

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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.

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- 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.

Concern 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.

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- 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**, P.O. 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 and 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.

As a Patient, 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.



MICHIGAN MEDICINE
UNIVERSITY OF MICHIGAN

Discrimination is Against the Law!

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.

Michigan Medicine does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Michigan Medicine provides free aids and services to people with disabilities to help communicate effectively while receiving care, such as:

- Qualified sign language interpreters; and
- Written information in other formats (large print, audio, accessible electronic formats and other formats).

Michigan Medicine provides free language services to people whose primary language is not English, such as:

- Qualified language interpreters; and
- Information written in other languages.

If you need these services while at Michigan Medicine, contact Interpreter Services at 734-936-7021.

If you believe that Michigan Medicine has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Patient Civil Rights Coordinator
Michigan Medicine
2901 Hubbard
Ann Arbor, Michigan 48109-2435
Phone - (734) 936-6439
Fax - (734) 347-0696
Email - MichMed_patients_rights@med.umich.edu

You can file a grievance in person, by mail, fax, or email. If you need help filing a grievance, the Patient Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. This can be done electronically, through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019, 800-537-7607 (TDD)

Complaint forms are available at:

<http://www.hhs.gov/ocr/office/file/index.html>.



If you speak a language other than English, language assistance services, free of charge, are available to you. Call our Interpreter Services office at **734-936-7021** and identify your language. If you would like information regarding your rights and responsibilities as a patient, please ask your Michigan Medicine care provider.

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*.

إذا كنت تتحدث اللغة العربية، فخدمات المساعدة اللغوية متوفرة مجاناً لك. اتصل على **855-800-9252** واطلب التواصل مع مكتب خدمات الترجمة الشفوية على الرقم 734-936-7021. إذا كنت ترغب في معلومات متعلقة بحقوقك ومسؤولياتك كمريض، يرجى أن تطلب من مقدمي رعايتك في "طب ميشيغان".

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信息，请向您的密西根医学部的提供者咨询。

Nếu bạn nói tiếng **Việt**, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi đến số **844-590-8944**, và yêu cầu được kết nối với văn phòng Dịch Vụ Thông Dịch theo số 734-936-7021. Nếu bạn muốn thông tin về quyền và trách nhiệm của mình với tư cách là bệnh nhân, vui lòng hỏi bác sĩ chăm sóc Michigan Medicine của bạn.

Nëse ju flisni **shqip**, atëherë ju ofrohen shërbime gjuhësore, pa pagesë. Thirrni numrin **844-562-3982** dhe kërkoni që t'ju lidhin me zyrën e përkthyesve në numrin 734-936-7021 dhe tregoni se cilën gjuhë e flisni. Nëse dëshironi informacion në lidhje me të drejtat dhe përgjegjësitë tuaja si pacient, ju lutemi kontaktoni dhe pyesni ofruesin e kujdesit shëndetësorë të Michigan Medicine.

한국어를 하시는 분들께 통역 서비스가 무료로 제공됩니다. **855-938-0571** 로 전화하셔서, 통역 서비스 사무실 전화 번호인 734-936-7021 로 연결해주도록 요청하십시오. 환자로서의 권리와 책임에 관한 정보를 원하시면, 미시간 메디신 (Michigan Medicine) 의 의료진에게 문의하십시오.

আপনি **বাংলায়** কথা বললে, বিনামূল্যে দোভাষী পরিষেবা পাবেন। **734-936-7021** নম্বরে আমাদের দোভাষী পরিষেবার অফিসে ফোন করে আপনার ভাষার (Bengali) নাম বলুন। অংশগ্রহণকারী হিসাবে আপনার অধিকার ও কর্তব্যের সম্পর্কে জানতে চাইলে আমাদের মিশিগান মেডিসিন কেয়ার প্রোভাইডারের সঙ্গে যোগাযোগ করুন।

Jeśli mówisz **po polsku**, możesz skorzystać z bezpłatnych usług tłumaczeniowych. Zadzwoń pod nr **844-562-3986** i poproś o połączenie z biurem usług tłumaczeniowych pod nr 734-936-7021. W przypadku chęci uzyskania informacji dotyczących praw i obowiązków pacjenta zwróć się do dostawcy usług medycznych Michigan Medicine.

Wenn Sie **Deutsch** sprechen, stehen für Sie kostenlos Sprachassistentendienste zur Verfügung. Rufen Sie **844-562-3984** an und lassen Sie sich mit dem Dolmetscherdienst unter der Rufnummer 734-936-7021 verbinden. Informationen über Ihre Rechte und Pflichten als Patient erhalten Sie über Ihren Gesundheitsdienstleister bei Michigan Medicine.

Si parla **italiano**, avrà gratuitamente a disposizione servizi gratuiti di assistenza linguistica. Chiami il numero **844-562-3985** e chiedi di essere messo in contatto con l'ufficio per i servizi di interpretariato (Interpreter Services) al numero 734-936-7021. Se desidera informazioni sui suoi diritti e responsabilità come paziente, consulti il suo referente sanitario Michigan Medicine.

日本語をお話になる方は、無料で言語支援サービスをご利用になれます。855-322-5032 に電話をかけ、通訳サービス課 734-936-7021 につながようお伝えください。患者としての権利と責任に関する情報をお望みの場合は、ミシガン・メディシンの医療提供者にお問い合わせください。

Если Вы говорите **по-русски**, услуги переводчиков будут предоставлены Вам бесплатно. Звоните по телефону **855-938-0572** и попросите, чтобы Вас соединили со службой переводчиков по телефону 734-936-7021. Если Вы хотите получить информацию о правах и обязанностях пациента, попросите об этом Вашего врача из системы Мичиганской Медицины.

Ako govorite **hrvatski/srpski**, dostupna Vam je besplatna podrška na Vašem jeziku. Kontaktirajte našu prevoditeljsku službu na broj **734-936-7021** i recite kojim jezikom govorite (Serbo-Croatian). Ako se želite informirati o svojim pravima i obavezama kao pacijenta, molimo Vas da se obratite pružatelju skrbi u sklopu Sveučilišta Michigan.

Kung nagsasalita ka ng **Tagalog**, may mga magagamit kang libreng serbisyo sa tulong sa wika. Magtanong sa tanggapan ng aming Mga Serbisyo ng Interpreter sa **734-936-7021** at tukuyin ang iyong wika (Tagalog). Kung gusto mong makakuha ng impormasyon tungkol sa iyong mga karapatan at responsibilidad bilang isang pasyente, mangyaring tumawag sa iyong provider ng pangangalaga sa Michigan Medicine.

Si vous parlez **français**, les services d'aide pour les langues sont à votre disposition et sont gratuits. Appelez le **855-800-9253** et demandez à être mis en relation avec le bureau du Service des interprètes au 734-936-7021. Si vous souhaitez des informations concernant vos droits et responsabilités en tant que patient, veuillez les demander à votre professionnel de santé de Michigan Medicine.

اگر شما به زبانی غیر از انگلیسی صحبت میکنید. سرویس ترجمه ی رایگان با شمار 844-562-3983 ه در دسترس شما میباشد. بعد از اینکه با این شماره تماس گرفتید. بلافاصله با شماری ه دفتر ترجمه ی ما با 734-936-7021 تماس بگیرید و زبانی که صحبت میکنید را با ما در میان بگذارید. اگر میخواهید اطلاعات مربوط به حقوق و تکالیف خود را به عنوان یک بیمار دریافت کنید. لطفاً از کسی که شما را معالجه میکند در Michigan Medicine آنها رقته اضا کنید.

अगर आप हिंदी बोलते हैं, तो भाषा सहायता सेवाएँ आपके लिए निःशुल्क उपलब्ध होंगी। 734-936-7021 पर हमारे व्याख्याकार सेवा अधिकारी को कॉल करें और अपनी भाषा (Hindi) की पहचान करें। अगर मरीज़ के रूप में आपको अपने अधिकारों और ज़िम्मेदारियों के बारे में जानकारी चाहिए, तो कृपया अपने मिशिगन चिकित्सा देखभाल प्रदाता से पूछें।