

# Your Rights and Responsibilities

Munson Healthcare (MHC) respects the dignity and autonomy of each individual we serve. At MHC, our patients have the right:

## Considerate and Respectful Care

1. To receive necessary care regardless of race, color, national origin, ancestry, religion, age, sex, gender identity, gender expression, marital status, sexual orientation, disability, veteran status, payment source or ability, or any other category protected by federal, state, or local law.
2. To receive ethical, high-quality, safe, and professional care.
3. To be free from all forms of abuse, neglect, and harassment.
4. To be free from coercion (intimidation), unwarranted discipline, or retaliation by staff.
5. To be treated with dignity, respect, and recognition of their individuality, including the need for privacy in treatment.

## Information Regarding Health Status and Care

1. To be informed of their health status in terms that they can reasonably understand, and to participate in the development and the implementation of their plan of care and treatment.
2. To be informed of the names and functions of all providers and other health care professionals who are providing direct care.
3. To be informed about any continuing health care requirements after discharge and to receive assistance in arranging for required follow-up care after discharge.
4. To be informed of risks, benefits, and side effects of all medications and treatment procedures, particularly those considered innovative or experimental.
5. To be informed of all appropriate alternative treatment procedures.
6. To be informed of the outcomes of care, treatment, and services.
7. To receive appropriate assessment and management of pain.
8. To be informed if the facility has authorized other health care and/or education institutions to participate in treatment plans, to know the identity and function of these institutions and to refuse to allow their participation in their treatment.

## Ethical Decision Making and Notification

1. To participate in health care decisions.
2. To choose a person to be their healthcare representative and/or trusted person to speak for them. The patient may also exercise their right to exclude any family members from participating in their healthcare decisions.
3. To have a family member, chosen representative, and own provider notified promptly of admission to the hospital, transfer, and discharge from the hospital. Provider notification will be based on electronic medical record (EMR) capability.
4. To request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.
5. To participate in ethical decisions that may arise in the course of care including issues of conflict resolution, withholding resuscitative services, foregoing or withdrawal of life sustaining treatment, and participation in investigational studies or clinical trials.
6. To be included in experimental research only when the patient gives informed, written consent to such participation. The patient may refuse to participate in experimental research, including the investigations of new drugs and medical devices.

# Your Rights and Responsibilities (cont.)

7. To formulate advance directives and have hospital staff and practitioners who provide care in the hospital comply with these directives.
8. To leave the healthcare facility against one's physician's advice to the extent permitted by law.

## Access to Services

1. To receive the free services of a translator and/or interpreter, telecommunications devices, and any other necessary services or devices to facilitate communication (e.g., qualified interpreters, written information in other languages, large print, accessible electronic formats).
2. To bring a service animal into the facility, except where service animals are specifically prohibited pursuant to facility policy (e.g., operating rooms, patient units where a patient is immunosuppressed or in isolation).
3. To pastoral counseling and to take part in religious and/or social activities while in the hospital, unless one's doctor thinks these activities are not medically advised.
4. To safe, secure, and sanitary accommodation and a nourishing, well balanced, and varied diet.
5. To access people outside the facility by means of verbal and written communication.
6. To receive reasonable accommodation to special needs, including access to facility buildings and grounds.
7. To a prompt and reasonable response to questions and requests for service.
8. To request a discharge planning evaluation.

## Access to Medical Records

1. To have all their medical records and protected health information (PHI) kept confidential.
2. To have access to medical information provided within a reasonable time frame.
3. To request that a copy of their medical record be sent to others as directed by the patient, except as prohibited by law. A reasonable copy fee may apply.
4. To inspect and/or obtain copies of their medical records in the form and format of their choosing, if readily producible in that form and format. A reasonable copy fee may apply.
5. To access medical information via the Munson Healthcare portal.

## Protective Services

1. To access protective and advocacy services.
2. To be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
3. In addition to the rights listed herein, to have the rights provided by applicable law if receiving treatment for mental illness or developmental disability.
4. To have upon request, an impartial review of hazardous treatments or irreversible surgical treatments prior to implementation except in emergency procedures necessary to preserve one's life.
5. To an impartial review of alleged violations of rights.
6. To expect emergency procedures to be carried out without unnecessary delay.
7. To give consent to a procedure or treatment and to access the information necessary to provide such consent.
8. To file a complaint with the facility Patient Relations Specialist and expect an initial response within seven days.

## Your Rights and Responsibilities (cont.)

9. To contact the State of Michigan or other quality improvement, accreditation, or other certifying bodies if there is a concern about patient abuse, neglect, about misappropriation of a patient's property in the facility or other unresolved complaint, patient safety, or quality concerns.

### Payment and Administration

1. To examine and receive an explanation of the patient's healthcare facility's bill regardless of source of payment, and may receive upon request, information relating to the availability of financial assistance.
2. If eligible for Medicare, to have the right to know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate.
3. To receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
4. To be informed in writing about the facility policies and procedures for initiation, review, and resolution of patient complaints, including the address and telephone number of where complaints may be filed.

### Additional Patient Rights

1. Except in emergencies, the patient may be transferred to another facility only with a full explanation of the reason for transfer, provisions for continuing care, and acceptance by the receiving institution.
2. To get the opinion of another physician, including specialists, at the request and expense of the patient.
3. To wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
4. To request a transfer to another room if another patient or a visitor in the room is unreasonably disturbing them.
5. To request pet visitation except where animals are specifically prohibited pursuant to the facility's policies (e.g., operating rooms (OR), patient units where a patient is immunosuppressed or in isolation).

### Patient Responsibilities

1. The care a patient receives depends partially on the patient themselves. Therefore, in addition to the above rights, a patient has certain responsibilities. These should be presented to the patient in the spirit of mutual trust and respect.
  1. Provide accurate and complete medical history about your current condition, including implant devices and past medical conditions and treatment.
  2. Ask questions when you do not understand what you have been told about your care, or what you are expected to do regarding your care.
  3. Provide current advance directive, if any, and advise the hospital if a legally authorized surrogate has been appointed.
  4. Follow instructions given by your physician, nurses, and other health professionals as they carry out your physician's orders.
  5. Report pain and, if uncomfortable, tell the nurse.
  6. Report any unexpected changes in your condition to your provider(s).
  7. Report any safety issues related to your care or the physical environment to your health care team.
  8. Actively participate in planning and making decisions about medical care.
  9. Accept responsibility for your actions should you refuse treatment or not follow your physician's orders.

## Your Rights and Responsibilities (cont.)

10. Ensure that the financial obligations of your care are fulfilled as promptly as possible. Talk with a Financial Counselor or staff member if you have any concern about your bill.
11. Be respectful of the rights and property of other patients and our staff.
12. Send valuables and sentimental belongings home if you are admitted to the hospital. Label and closely watch items such as glasses, hearing aids, and dentures.
13. Keep appointments or contact your provider if you are unable.
14. To not record staff (audio or video) without their express consent.

### Visitation Rights

1. MHC recognizes the importance of family, spouses, partners, friends, and other visitors in the care process of patients. We adopt and affirm as policy the following visitation rights of patients who receive services from our facilities:
  1. To be informed of their visitation rights, including any clinical restriction or limitation of their visitation rights. Visitation guidelines may change based on environmental factors. The most up to date guidelines are available on the Internet under Visitation.
  2. To accept visitors, including but not limited to a spouse, a domestic partner (including same sex), family members, and friends. All visitors will enjoy full and equal visitation privileges unless the visitor's presence compromises the rights, safety, or health of the patient or staff.
  3. To receive visits from one's attorney, physician, or clergy person at any reasonable time.
  4. To speak privately with anyone the patient wishes (subject to hospital visiting regulations) unless a doctor does not think it is medically advised.
  5. To refuse visitors and to revoke consent to visitation at any time.
  6. Visitation may be limited or restricted if an individual infringes on others' rights, compromises patient care, endangers staff safety, or is medically or therapeutically contraindicated.

# How to Handle Concerns about Patient Care

## We Want You to Be Satisfied

We expect each member of your care team to make your visit as comfortable and pleasant as possible. It is our sincere desire to address and correct any issues that may arise. If you have a concern about any aspect of your care or service, or need further explanation about your rights and responsibilities:

- First, talk to a staff member about it.
- If you still have concerns, ask to speak with the nursing supervisor or manager.
- Please contact a Patient Relations team member.

## Ethics Consult Services

If you have ethical concerns, or you or your family need help making a difficult decision, please speak with a member of your care team to arrange for help.

## How to File a Complaint or Grievance

You may discuss your concerns with a Patient Relations team member. You may file a formal complaint or grievance with Patient Relations, and you can expect an initial response within seven business days. Or, you may also relay issues involving safety or quality of care directly to:

### State of Michigan

Bureau of Community & Health Systems  
Department of Licensing and Regulatory Affairs (LARA)  
PO Box 30664, Lansing, MI 48909

**800-882-6006**

[michigan.gov/lara/bureau-list/bsc/file-a-complaint-with-bsc](http://michigan.gov/lara/bureau-list/bsc/file-a-complaint-with-bsc)  
[MLTCOP@meji.org](mailto:MLTCOP@meji.org)

### The Joint Commission

Office of Quality Monitoring  
One Renaissance Blvd.  
Oak Brook Terrace, IL 60181

**630-792-5800**

[Jointcommission.org](http://Jointcommission.org)

On The Joint Commission's website, click on the link to Report A Patient Safety Event found under the Action Center

### Medicare Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO)

Livanta LLC  
BFCC-QIO  
10820 Guilford Road, Ste. 202  
Annapolis Junction, MD 20701-1105

**888-524-9900**

**888-985-8775** (TeleTYpe)

[livantaqio.com/en](http://livantaqio.com/en)

### Healthcare/Pharmacy Compounding Accreditation Board

Munson Healthcare's Sterile Compounding Program is accredited by Accreditation Commission for Healthcare/Pharmacy Compounding Accreditation Board. Concerns about the safety or quality of compounded sterile preparations at Munson Medical Center may be reported by calling **855-937-2242**

### Mammography Serious Complaints

American College of Radiology  
Attn: Accreditation Program Patient Complaints  
1891 Preston White Drive  
Reston, VA 20191