



# Patient Bill of Rights and Responsibilities

**Our Mission:** *Three Rivers Health is committed to the sustained well being of our patients, families and communities through high quality low cost, dynamic health care.*

**Three Rivers Health** has a deep respect for our patients and their rights. As a patient you have the right and responsibility to be informed and participate in every decision that involves your care and treatment. If you are unable to do so, then your rights can be legally transferred and exercised by someone that you designate to make decisions for you when you are temporarily incapacitated. Michigan law requires that your physician and our hospital recognize your rights while you are receiving medical care and that you understand our rights in return to expect a certain behavior on your part as a patient. We're more than happy to provide you with the full text of the laws regarding patient rights and responsibilities

## Your Rights

**As a patient or patient advocate, you have the right to:**

- Be involved in decisions about care, treatment, services and discharge planning.
- Impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical handicap or source of payment.
- Treatment for any emergency medical condition that will deteriorate if treatment is not provided.
- Know who is providing medical services and who is responsible for your care.
- Request notification of a family member or representative and your own healthcare provider promptly upon admission to the hospital.
- Be given information by your healthcare provider concerning your diagnosis, health status, planned course of treatment, alternatives, risks and prognosis.
- Be informed about the outcomes of care, treatment and services that have been provided, including unanticipated outcomes.
- Assessment and management of your pain.
- Request and refuse any care, treatment or services, except as otherwise provided by law.
- Formulate Advance Directives and have your healthcare provider(s) and hospital staff provide care that is consistent with these directives.
- Prompt and reasonable responses to questions and requests.
- Be free from both physical restraints and drugs used as a restraint, except when necessary and or when less restrictive interventions have been determined to be ineffective.
- Be treated with courtesy and respect, with appreciation of your individual dignity in an environment that contributes to a positive self-image.
- Be free from mental, physical, sexual and verbal abuse, neglect and exploitation.
- Protection of your need for privacy and to receive care in a safe setting.
- Confidentiality of your health information.
- Access to information contained within your medical record within a reasonable timeframe.
- Know what rules and regulations apply to your conduct.

- Know what patient support services are available, including whether an interpreter is available if you do not speak English.
- Appoint an advocate to make healthcare decisions for you.
- Know if medical treatment is for the purpose of experimental research and to give your consent or refusal to participate in such research.
- Be given information and counseling on the availability of known financial resources for your care upon request.
- To know upon request and in advance of treatment, whether the healthcare provider or healthcare facility accepts your insurance.
- Receive, upon request and prior to treatment, a reasonable estimate of charges for medical care.
- Receive a copy of a reasonably clear and understandable itemized bill, and upon request, have charges explained.
- Have the hospital address you or your family's concerns or complaints about your care or services provided.
- Express grievances regarding any violation of your rights as stated in Michigan law, through the grievance procedure of the healthcare provider or healthcare facility that served you and to the appropriate state licensing agency.

## Patient Responsibilities

### As a patient you are responsible for:

- Providing to your healthcare provider, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, prior hospitalizations, medications and other matters related to your health.
- Reporting unexpected changes in your condition to your healthcare provider.
- Reporting to your healthcare provider whether you comprehend the course of action and what is expected of you.
- Following the treatment plan recommended by your healthcare provider.
- Keeping appointments and, when you are unable to do so for any reason, notifying the healthcare provider or healthcare facility.
- Taking responsibility for your actions if you refuse treatment or do not follow the healthcare provider's instructions.
- Assuring that the financial obligations of your healthcare are fulfilled as promptly as possible.
- Following the healthcare facilities' rules and regulations affecting patient care and conduct.

## Concerns? Please contact us!

You have the right to expect a timely response to your concerns from the hospital. Complaints may be made in writing, by phone, or in person. The hospital has a duty to respond to these complaints or grievances in a manner that you can understand. To share your concerns with the hospital, please contact Patient Relations at (269) 273-9681, or call the House Supervisor in off-hours at ext. 208. You may also address any concerns by contacting the Michigan State Department of Health at the following address: Capital View Building ♦ 201 Townsend Street ♦ Lansing, Michigan ♦ 48913 ♦ Phone: (517) 373-3740. Hearing impaired callers should contact the Michigan Relay Center at 711 or 800-649-3777 and ask for the main number listed above.

**Para asistencia en español, por favor llame al departamento de representantes para pacientes al 269-273-9681**