

Patient Rights & Responsibilities

Respectful, Safe Care

You have the right to:

- Receive care in a safe setting
- Be treated with courtesy, dignity, respect and comfort and have your beliefs, values, cultural and ethnic needs taken into consideration
- Receive timely responses to reasonable requests that you make for service
- Be free from:
 - Use of physical or chemical restraint and/or seclusion as a means of coercion, convenience, retaliation or corporal punishment
 - All forms of mental, verbal, physical and sexual abuse, neglect, exploitation and harassment

Effective Communication

You have the right to:

- Participate in the development and implementation of your plan of care and discharge plan
- Information about our rules and regulations affecting patient care and conduct
- Have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital
- Receive and review your patient rights
- Have medical care and treatment options communicated to you in a manner you can understand and in a way that allows you to participate in your medical care that includes foreign language interpretation, telecommunication devices and sign language interpretation as needed
- Reasonable expectations of care and services provided in a timely, reasonable and consistent manner, and to be informed of the internal grievance process and a prompt resolution to a grievance without fear of restraint, interference, coercion, discrimination or reprisal

Medical Care & Treatment

You have the right to:

- Know who is responsible for and who is providing your direct care
- Make informed decisions regarding your care, including information about your medical condition, proposed courses of treatment and prospects for recovery, unless medically contraindicated
- Right to refuse care, treatment and services in accordance with the law and be informed of the consequences of that refusal, including terminating our relationship given reasonable notice, if the choice is against ethical and/or professional standards
- Leave the facility against your physician's advice, to the extent permitted by law
- Not be denied appropriate care or visitation on the basis of race, religion, culture, language, color, national origin, sex, age, physical or mental disability, socioeconomic status or source of payment, marital status, sexual orientation or gender identity and expression

- Be treated in the least restrictive environment possible and in a way that ensures your human dignity and safety
- Have, create or revise an advance directive (Durable Power of Attorney for Health Care and/or Living Will); withholding life-sustaining treatment and resuscitating efforts you can expect that the intent of your wishes will be followed to the extent permitted by law and Trinity Health policies whether you are admitted or treated as an outpatient.
- Have your family, guardian or other legally recognized responsible person make medical decisions on your behalf, should you become unable to do so; to have these persons receive information necessary for giving informed consent for donation of organs and tissues
- Reasonable continuity of care as medically appropriate; to be informed of appropriate patient care transfer options when the hospital setting is no longer medically necessary
- Be informed of the existence of business relationships among the hospital, educational institutions, other health care providers and/or payers which directly relate to your medical care

Privacy/Confidentiality

You have the right to:

- Privacy when:
 - Discussing personal medical information and during examinations
 - During personal hygiene, except when assistance is needed for your personal safety and well-being
 - During medical and nursing treatments
- Have a person of your own sex present during physical examinations and treatment procedures
- Confidential treatment of your personal and medical information
- Review your medical record, and have information explained and interpreted for you as necessary, to the extent permitted by law
- Private communication with medical staff, attorneys, or other persons of your choice and to send and receive personal mail unopened the same day Trinity Health receives it

Visitation Support

You have the right to:

- Choose visitors such as a spouse; a domestic partner, including same-sex domestic partner; another family member; or a friend; you also have the right to withdraw or deny your choice of visitors at any time
- Have a family member, friend or other individual to be present for emotional support during your stay unless the individual's presence interferes with the rights or safety of others or with your care or treatment; this support person does not have to be your decision-maker or legal representative

Ethics Committee Assistance

You have the right to:

- Participate in the consideration of ethical issues which arise during your care; to be informed of available resources, including a review by the Ethics Committee
- Contact the Ethics Committee

Pain Management

You have the right to:

- Have your pain adequately and appropriately managed and your expressions of pain responded to as quickly as possible

Participation in Research Studies

You have the right to:

- Have sufficient information so that you can make an informed choice about participation in a proposed research trial or experimental procedure
- Be fully informed about the risks and benefits of such participation
- Refuse to participate without your decision negatively impacting the medical care to which you are entitled

Billing & Medical Records

You have the right to:

- Know the cost of the medical services provided by Trinity Health
- Receive information about financial assistance if there is difficulty in paying your bill
- Receive an itemized list and explanation of your hospital or outpatient procedure's bill
- Review, access, request changes to and obtain a copy of your medical record for a reasonable fee
- Refuse access or release of your medical records to a third party without prior authorization except as required by law

Billing Questions? 1-800-494-5797

Need Medical Record Information?

Call Health Information Management:

- Ann Arbor/Livingston: 734-712-3578
- Chelsea Hospital: 734-593-6310
- Grand Haven: 616-847-5257
- Grand Rapids: 616-685-6166
- IHA Medical Group: 734-887-8966
- Livonia: 734-655-1427
- Muskegon: 231-672-3934
- Oakland: 248-858-3180
- Shelby: 231-861-3011
- West Michigan Medical Group: 616-685-3180

Your Responsibilities

- To provide to the best of your ability, accurate and complete health information including past illnesses, hospital stays, and use of medications (including herbals and over-the-counter drugs)
- To ask questions when you do not understand treatment information or instructions
- To inform your physician(s) and other caregivers when you do not feel capable of following treatment or care instructions
- To be considerate and respectful of the rights of other patients and the staff; to ask visitors to do the same

- To provide accurate and adequate information to the hospital to arrange for payment of services, when needed
- To provide information regarding designation of patient advocate if you have one

Compliments & Complaints

We are dedicated to providing you with the best possible patient care and strive for excellence in every area of our hospital. We welcome and encourage all of your feedback—about what we're doing right and what we could do better. Our goal is to resolve your concerns directly with our staff or the department manager. We would love to hear from you if you had an excellent experience with us. If you had concerns have not been met to your satisfaction; such as care and treatment, lost personal belongings, communication gaps, etc., you can contact the hospital by phone or in writing to share your concern. You can reach Trinity Health at:

- Ann Arbor/Chelsea Hospital/Livingston: 734-712-2700
- Livonia: 734-655-2273
- Grand Rapids: 616-685-5444
- Grand Haven: 616-847-5569
- IHA Medical Group: 877-586-1174
- Muskegon/Shelby: 231-672-4911
- Oakland: 248-858-3535
- West Michigan Medical Group
 - Grand Rapids: 616-685-1401
 - Muskegon/Lakeshore: 231-672-4997

Concerns may also be expressed in writing by sending the complaint to the medical group office of your physician.

We are committed to resolving all concerns and complaints. Submit an unresolved complaint to:

Michigan Department of Community Health Bureau of Health Systems

- Online: tinyurl.com/zmsasrx
- Hotline: 1-800-882-6006
- Fax: 517-335-7167
- Mail: Department of Licensing & Regulatory Affairs Bureau of Community and Health Systems – Health Facility Complaints, PO Box 30664, Lansing, MI 48909

The Joint Commission

- Online: www.jointcommission.org
- Mail: Office of Quality and Patient Safety, The Joint Commission, One Renaissance Blvd, Oakbrook Terrace, IL 60181

Livanta LLC BFCC-QIO (Medicare Patients)

- Helpline: 888-524-9900
- TTY: 888-985-8775
- Mail: 10820 Guilford Rd, Suite 202, Annapolis, MD 20701-1105

If your complaint remains unresolved from our Ludington services; Trinity Health Medical Group, Primary Care or Trinity Health Urgent Care, you may file a complaint with our Accreditor, The Compliance Team, Inc., at 888-291-5353 or www.thecomplianceteam.org.