

PATIENT RIGHTS INCLUDE:

1. The right to impartial access to treatment or accommodations that are available or medically indicated, regardless of race, color, religion, sex, sexual orientation, gender identity, ethnicity, age, national origin, handicap, or source of payment.
2. The right to exercise these patient rights or have a surrogate (a parent, legal guardian, Medical Power of Attorney) exercise the patient rights when the patient is incapable of doing so, while receiving care or treatment in the hospital without coercion, discrimination, or retaliation.
3. The right to receive communication that the patient can understand. The hospital will provide for competent individuals to interpret as needed for those who do not speak English as their primary language or provide alternative communication aids for those who are deaf, blind, or otherwise impaired.
4. The right to participate in the development, implementation, and revision of the plan of care.
5. The patient (or representative) has the right to make informed decisions regarding care, be informed of health status, be involved in care planning and treatment; and be able 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.
6. The right to formulate advanced directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives as permitted by law and hospital policy.
7. The right to have a family member or representative of their choice and their physician notified promptly of their admission to the hospital.
8. The right to personal privacy, to the extent feasible, in treatment and in caring for personal needs with consideration and respect.
9. The right to receive care in a safe setting.
10. The right to be free from all forms of abuse or harassment.
11. The right to confidentiality of clinical records, except in cases where the reporting of suspected abuse and/or public health hazard is permitted or required by law. Records will not be released except as allowed by the patient or the law.
12. The right to access information contained in their clinical records within a reasonable time frame. The hospital must not frustrate the legitimate efforts of individuals to gain access to their medical records and must actively seek to meet these requests as quickly as its record-keeping system permits.
13. The right 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. Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member, or others and must be discontinued at the earliest possible time.
14. The right to be fully informed of and to consent or refuse to participate in any unusual, experimental, or research project without compromising access to services.
15. The right to know the professional status of any person providing care/services.
16. The right to know the reasons for any proposed change in the Professional Staff responsible for care.
17. The right to know the reasons for transfer either within or outside the hospital.
18. The right to know the relationship(s) of the hospital to other persons or organizations participating in the provision of their care.
19. The right to access the cost, itemized, when possible, of services rendered within a reasonable period.
20. The right to be informed of the source of the hospital's reimbursement for services, and of any limitations which may be placed upon their care.
21. The right to have pain treated as effectively as possible.
22. The right, subject to the patient's consent, to receive visitors whom the patient designates, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend. A patient shall have the right to withdraw or deny such consent for visitation at any time. Visitation shall not be restricted, limited, or otherwise denied based on race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. All visitors shall enjoy full and equal visitation privileges consistent with the patient's preferences. Patients will be informed of any clinical restrictions or limitations on visitation rights in advance of furnishing care whenever possible.
23. The patient's family has the right of informed consent to the donation of organs and tissues.

PATIENT RESPONSIBILITIES INCLUDE:

- The patient is responsible for providing complete and accurate medical history information, including current conditions and past illnesses, allergies, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to their health and/or safety risks.
- The patient is expected to provide complete and accurate personal information, including their full name, address, home telephone number, date of birth, Social Security number, insurance carrier and employer (when required).
- The patient is expected to provide the hospital or their doctor with a copy of their advance directive if they have one.
- The patient is responsible to report any abuse, neglect or unjust treatment to their provider, nurse, or other hospital staff.
- The patient is responsible for making it known if they do not understand the description of their condition or the description of the course of treatment proposed for their condition.
- The patient is responsible for the results of a decision if they choose to exercise their right to refuse treatment including and any adverse outcome in doing so will be the patient's responsibility.
- The patient is responsible for following the treatment plan recommended by their health care team, including physicians, nurses, therapists, or other healthcare providers. The patient should report any changes in their health to their provider or nurse. This responsibility also includes keeping appointments and giving advance notice when unable to do so.
- The patient is responsible for paying for, or insuring payment for, the medical treatment rendered by the hospital in a timely manner regardless of the type of insurance plan the patient carries.
- The patient is responsible for being considerate of the rights of other patients and hospital staff. This responsibility particularly recognizes that other patients may be harmed by noisy conversation or behavior. The patient is also responsible for being respectful of hospital property.
- The patient is responsible for following the policies of the hospital regarding patient care and conduct. This includes following the hospital's tobacco-free environment policy.
- The patient is responsible for reporting their pain. This responsibility includes asking their health care provider (doctor, nurse, or clinician) what to expect regarding pain and pain management, discussing pain relief options, asking for pain relief when pain first begins, helping health care provider measure pain, telling health care provider about any pain that will not go away and, discussing any concerns they have about taking pain medication.
- Patients under the age of thirteen are to have a responsible adult stay with them while in the hospital.

You have the right to voice your concerns about the care you receive. If you have a problem or complaint, you may talk with your provider, nurse manager, or department manager. You may also contact:

Aspire Rural Health System Compliance Officer Phone: 989-912-6296	DNV https://www.dnvhealthcareportal.com/patient-complaint-report	Bureau of Community Health Systems (BCHS) Complaint Hotline Phone: 1-800-882-6006 https://www.michigan.gov/lara/bureau-list/bchs/nav-longterm-care/forms/health-facility-complaint-form
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Non-Discrimination Statement:

This Institution is an equal-opportunity employer and provider.