

# Welcome

Bienvenido

স্বাগতম

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**HENRY  
FORD  
HEALTH**

[henryford.com](https://henryford.com)



## This book contains important information you should know while you are in the hospital.

Este libro contiene información importante que usted debe saber mientras esté en el hospital. Para leer el libro en español, visite este sitio web o escanee el código QR.



এই বইটিতে গুরুত্বপূর্ণ তথ্য রয়েছে যা আপনার হাসপাতালে থাকাকালীন জানা উচিত। বাংলা ভাষায় বইটি পড়তে, অনুগ্রহ করে এই ওয়েবসাইটটি দেখুন অথবা QR কোড স্ক্যান করুন।



مهم تاملولعم ىلع باتكلا اذه يوتحي  
يف كدوجو ءانثأ يف اهتفرعم كىلعل بجي  
ةغللاب باتكلا ءارقل ىفشتسمل  
ينورتكلإل عقوولم اذه ءرايزىجري ءىبرعل  
اىئوض ءعيرسل ءباجتسال زمرحسما وأ



### Patient rights and responsibilities

As a patient at Henry Ford Health, you have rights and responsibilities. Some of your rights include things like respectful care, involvement in your care, and access to your medical record. Some of your responsibilities include being considerate and following our rules and policies. To see your complete list of rights and responsibilities go to page 12.

### Derechos y responsabilidades del paciente

Como paciente de Henry Ford Health, usted tiene derechos y responsabilidades. Algunos de sus derechos incluyen atención respetuosa, participación en su atención y acceso a su expediente médico. Algunas de sus responsabilidades incluyen ser considerado y cumplir nuestras normas y políticas. Para ver la lista completa de derechos y responsabilidades vaya a la página 13.

### রোগীর অধিকার ও দায়িত্ব

Henry Ford Health-এর একজন রোগী হিসেবে আপনার কিছু অধিকার ও দায়িত্ব রয়েছে। আপনার অধিকারগুলোর মধ্যে কিছু হল সম্মানজনকভাবে পরিষেবা পাওয়া, আপনার চিকিৎসায় জড়িত থাকা এবং আপনার মডেলিং রেকর্ড দেখা। আপনার দায়িত্বগুলোর মধ্যে রয়েছে সহানুভূতিশীল হওয়া এবং আমাদের নীতিমূলক ও নীতিমূলক চলা। আপনার অধিকার ও দায়িত্বের সম্পূর্ণ তালিকা দেখতে 15 নম্বর পৃষ্ঠায় যান।

### حق المريض ومسؤولياته

بصفتك مريضاً في Henry Ford Health، لديك حقوق ومسؤوليات. بعض حقوقك تشمل الرعاية المحترمة، المشاركة في رعايتك، والوصول إلى سجلك الطبي. بعض مسؤولياتك تشمل أن تكون متعاوناً وتلتزم بقواعدنا وسياساتنا. لمعرفة قائمة كاملة من الحقوق والمسؤوليات، يرجى الذهاب إلى الصفحة 15.

## Language assistance services and auxiliary aids and services

### Accessibility services

Henry Ford Health provides individuals with disabilities reasonable modifications and free appropriate auxiliary aids.

### Language assistance

Henry Ford Health provides free language services, such as:

- Qualified foreign language interpreters
- Information written in other languages
- Qualified sign language interpreters

### Access information

Please let someone on your healthcare team know if you need any of these services.

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## Hello and welcome

Welcome to Henry Ford Health! Your trust means the world to us. For over 100 years, the doctors, nurses, and caregivers at Henry Ford Health have been dedicated to providing expert medical care with compassion, dignity, and respect. We encourage you to ask questions and welcome your suggestions so we can continually improve and support your healthcare journey.

### Mission and vision

At Henry Ford Health, we improve people's lives through excellence in the science and art of healthcare and healing. We will be your trusted partner in health, leading the nation in superior care and value – one person at a time.

### Our values

- Compassion: We provide a heartfelt experience to every patient and team member.
- Innovation: We continuously pursue what's possible through research, education, and clinical and operational excellence.
- Respect: We honor the commitment to our communities by acting with integrity, courage, and inclusion.
- Results: We reliably deliver on our promise to be leaders in safety and affordability, ensuring the health of our communities.

### Diversity, equity, inclusion

Diversity, equity, and inclusion is the foundation on which Henry Ford Health stands. We leverage our diversity to directly and indirectly influence the equitable delivery of culturally appropriate care while creating a welcoming and inclusive environment for everyone. With 13 hospitals, over 500 sites of care, and 50,000 team members, we are committed to improving the health and wellness of our diverse Michigan communities.

### Non-discrimination

Henry Ford Health complies with all applicable civil rights laws, including Section 1557 of the Affordable Care Act, and does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)), age, or disability in its health programs and activities.

***Welcome to Henry Ford Health!***

[henryford.com](https://henryford.com)

# Patient safety and security

The safety and security of our patients, their families, and our team members is our top priority and there are rules in place to make sure our patients are safe.

**Team members:** All Henry Ford Health team members must wear a name badge with a photo while working. If the person cannot show you their badge, tell a nurse or team member right away.

**Patients:** You will get a wristband at the start of your stay. You must wear it at all times. Team members will ask for your name and birthdate often. If a member of your care team tries to give you medicine, provide treatment, or take you for more tests without checking your ID or asking for your name and birthdate, please remind them to do so.

**Visitors:** You are encouraged to check in with the hospital information desk every time you visit. Upon check in, there could be times a visitor badge is given and required to be worn on the outer clothing.

## Personal belongings and valuables

Send personal belongings and valuables home if you do not need them while you are at the hospital. Henry Ford Health is not responsible for your personal belongings that are lost at the hospital. Please talk to your healthcare team if you have any questions.

## Medical equipment

It may be important to keep some medical items or equipment that are required for your hospital stay with you at the hospital. Some examples are hearing aids, glasses, dentures, and CPAP machines. Henry Ford Health is accountable and responsible for these belongings. Please talk to a member of your healthcare team about what items are medically necessary for your hospital stay and how to keep these items safe. Record of these items must be in your electronic health record.

## Fire and disaster drills

Fire and disaster drills are done regularly. If a drill happens while you are here, please stay in your room and stay calm. The door to your room will be closed during a drill. In the case of an actual fire, a team member will tell you what to do.

## Cell phones and videotaping

To protect the privacy of our patients, the use of cell phones to record audio or video is not allowed unless medically needed or if permission from the patient, visitor, or team member has been given in advance. Those who do so without permission will be asked to delete the recordings. For privacy, the use of cell phones and audio or video recording is also limited in some areas of the hospital.

## Violence

At Henry Ford Health, the safety of patients, team members, visitors, and volunteers is our highest priority. Your health and well-being is best achieved when there is open communication and mutual respect. Threatening language or behavior, physical violence, or disruptions of care from patients, family members, or visitors will not be tolerated. We are committed to maintaining a safe, non-violent environment to provide you with the best care possible. Any action that jeopardizes the safety of our team members or interferes with your care will not be tolerated. Anyone who poses a threat or causes harm will be removed and may face prosecution.

## Weapon-free facility

**For the safety of everyone:**

- Everyone may be subject to a search. This could include all purses, backpacks, and bags regardless of size.
- **Firearms are prohibited** regardless of a concealed weapons permit or license. This includes all off duty law enforcement personnel of the state, county, city, and/or local municipalities.
- Additional prohibited items include tasers, knives, pepper spray, stun guns, lighters, or any other weapons. If an item is confiscated, it may be disposed of and may not be returned to you.

## Room call system

A button to call the nursing station is located at your bedside. When you press the button, the nursing station is alerted, and a light will flash above your doorway.

Someone from your care team will come to your room or call into your room over a speaker to find out what you need.



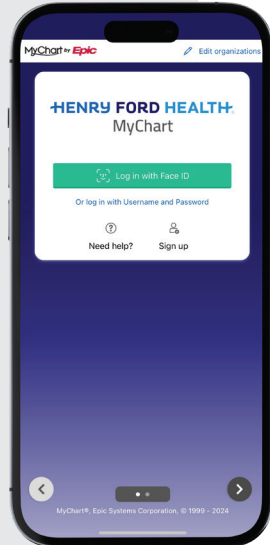
# MyChart

MyChart is a tool that helps you:

- View your upcoming appointments.
- Cancel or schedule an appointment.
- Send your doctor a message.
- View your test results.
- View your current medicine list and renew prescriptions.
- See your billing information.

To learn more or sign up, visit:  
[mychart.hfhs.org](https://mychart.hfhs.org)

For help:  
[HfMychart@hfhs.org](mailto:HfMychart@hfhs.org)  
800.436.7936



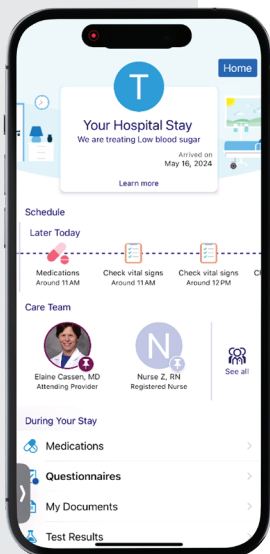
## MyChart bedside

If you have a MyChart account, log in while you are admitted to the hospital to find out more about your stay.

**Schedule:** This tells you what is coming up next, like which medicines you are taking or what tests you will have.

**Care team:** This section will tell you who is taking care of you and their role.

**During your stay:** Find out more about what medicines you are taking, see your test results when they are available, see the current food menus, or sign documents.



# Visitor policy

You have the right to accept or deny visitors while in the hospital, if Henry Ford Health's visitor policy is followed. Team members also reserve the right to ask visitors to leave if they are disruptive or behaving in a manner that takes away from the healing environment you deserve. You can check [henryford.com](https://henryford.com) for visitor guidelines, or talk to a team member to make sure you know the visiting hours and rules. Failure to follow visitor guidelines can result in visitation restrictions or termination of visitation rights.



To learn more, visit:  
[henryford.com/visitors/guidelines/expectations](https://henryford.com/visitors/guidelines/expectations).

## Smoking, tobacco, marijuana, and vaping use

The use of tobacco, marijuana, or vaping is prohibited in the hospital and on hospital property. This includes tobacco or marijuana in every delivery method.

**Where can I use tobacco, marijuana, or vaping products?**

- As a patient, you may not leave our campus to use any tobacco, marijuana, or vaping products while you are admitted.
- As a visitor, you must leave hospital property to use tobacco, marijuana, or vaping products.

**Staying tobacco, marijuana, and vape-free**

If you need help staying smoke-free during your hospital stay, talk with your doctor or nurse about your options.

After your hospital stay, Henry Ford Health has resources to help you stop using tobacco products.

- Call **888.427.7587** (Detroit area) or **517.205.7444** (Jackson area)
- Visit [henryford.com/tobaccofree](https://henryford.com/tobaccofree)
- Email [TobaccoFree@hfhs.org](mailto:TobaccoFree@hfhs.org)



## Prevent infections and hand hygiene

Washing your hands is the most important thing anyone can do to stop the spread of germs, which cause infections. Hand washing can be done with soap and water or using the hand sanitizer found outside of the room. It is important for team members, visitors, and patients to wash their hands. Here are some other things you can do to help:

- If a team member does not wash their hands as they come into your room, please remind them.
- Ask your visitors to wash their hands as they enter the room.
- Wash your hands often.

### **Other ways to prevent infection:**

- Ask your visitors to stay home if they are sick or not feeling well.
- Cover coughs and sneezes with a tissue or the inside of your elbow and wash your hands after.
- Make sure all visitors and team members follow the directions on the signs on your door if you are in an isolation room.

## Prevent pressure injuries

A pressure injury is damage to the skin or tissue that can be caused by laying or sitting in a position for too long. Your nurse will check you daily for this.

### **If you are at risk:**

- You will need to change your position often, especially if you are sitting in a chair.
- We will help you change position if you are not able to on your own.
- Always tell your nurse if you have any new pain.

## Prevent falls

Falls are the number one reason patients get hurt in the hospital. Many patients find it harder than normal to get out of bed, reach personal items, get dressed, and walk while in the hospital. We want to keep you safe, and we can do this by partnering with you and your loved ones to prevent falls. Throughout your hospital stay you will receive fall prevention information all of the time. Please let a team member know if you have any questions, and talk to them about how you can specifically help prevent falls.

# Advance directive

An advance directive is a legal document that allows you to have a say in your healthcare decisions even if you cannot speak for yourself. An advance directive is sometimes called a durable power of attorney for healthcare, designation of patient advocate form, Durable Power of Attorney (DPOA), or power of attorney for healthcare. It lets you name a patient advocate who will make medical decisions about your care and treatment if you are unable to do this for yourself.

- You have the right to choose a patient advocate by completing an advance directive form. This should be someone who knows your wishes and is willing to follow your wishes or make decisions for you if needed.
- An advance directive is not required. You can make your wishes known by talking with your family, your doctor, or by writing them down. However, unless you have an advance directive, a patient advocate does not have legal authority to make healthcare decisions for you.
- Henry Ford Health will honor your advance directive within the limits of Michigan law and the hospital's mission, philosophy, and capability.
- The existence or lack of an advance directive does not determine a patient's right to access care, treatment, or services.

## Completing an advance directive

Give a copy of your advance directive to your patient advocate and a member of your healthcare team.

- Your healthcare team will make sure your advance directive is included in your medical record at Henry Ford Health.
- If you make changes to your advance directive, complete a new form and give it to your patient advocate and primary care physician, or a member of your healthcare team if you are in the hospital.
- A sample form can be downloaded by scanning the code or visiting [henryford.com/AdvanceDirectives](https://henryford.com/AdvanceDirectives)
- If you would like more information about an advance directive, picking a patient advocate, or making changes to a current document, please ask your nurse, case manager, or a patient representative.



## Ethics team and consultation

In healthcare, sometimes difficult and complicated questions or choices can come up. These situations may lead to difficult conversations and even disagreements about beliefs and values. Our ethics team is available to support patients, families, caregivers, loved ones, and members of the healthcare team. The ethics team helps everyone work together to find solutions to these difficult situations.

**You can request an ethics team consultation by letting anyone on your healthcare team know.**



# Home health care

Home health care includes a range of health services such as skilled nursing and physical therapy in the comfort of your home. Home health care is designed to support the management of illness, injury, or long term health problems, as well as promote better health and quality of life. A personalized care plan is made for each patient's unique needs.

To be eligible for Medicare-covered home health care, a patient must be considered "homebound," have a doctor or authorized provider determine that skilled care is necessary, and receive care from a Medicare-certified home health agency ensuring high standards.

# Palliative care and advance illness management

Palliative care is specialized medical care that focuses on providing relief from the symptoms and stress of a serious or long-term illness. It is provided by a specially trained team of doctors, nurse practitioners, physician assistants, nurses, social workers, and other specialists who work together with your other doctors to provide extra support. Palliative care can be provided at any stage of a serious illness and can be provided along with treatment meant to cure you. The goal is to improve quality of life for you and your family. Talk to your healthcare team if you want to learn more about palliative care.

# Discharge planning

Planning for your discharge begins at admission, and you and your family may receive assistance from a case manager or social worker to discuss your discharge plan.

## **The first 24 hours**

If you receive assistance from a case manager or social worker, they will be in touch by phone or in person within 24 hours of your admission to the hospital. If you have not heard from them in 24 hours, let a member of your healthcare team know.

## **Transition from the hospital**

Your case manager or social worker's goal is to help you plan to be discharged home or to another facility for care if necessary.

- Your case manager or social worker may contact you by phone or come see you in person.
- Please let a member of your healthcare team know if you would like to talk to a case manager at any time.

## **Community referrals and resources**

Your case manager or social worker can give you more information about services and support available in your community. Let them know if you have any questions.

# Hospice

Hospice provides care at the end of life with a focus on treating symptoms and helping you live every day the best way possible. Hospice includes a team of expert doctors, nurses, social workers, chaplains, home health aides, registered dietitians, and bereavement specialists who work together to provide comprehensive, compassionate, patient-centered care that promotes comfort. Let someone on your healthcare team know if you want to learn more about hospice. A member from the hospice team can meet with you and your family to provide more information.

# About the hospital

Our website has all of the most up to date information about Henry Ford Macomb Hospital.  
[henryford.com/locations/macomb](https://henryford.com/locations/macomb)



## Pharmacy services

### Outpatient Pharmacy

The Outpatient Pharmacy is located in the lobby of the Medical Pavilion. It offers a range of services including typical prescription services and bedside delivery for patients in surgical recovery, dialysis, chemotherapy, and in the Emergency Department. Prescriptions can be prepared for pick-up by the end of your clinic or emergency department visit. Curbside delivery is also available.

**586.263.2677**

## Retail services

### Gift Shop

The Gift Shop is located near the south lobby and carries a wide selection of items including gifts for adults and children, magazines, and flowers.

### Hart Medical Equipment

Hart Medical Equipment is located in the Medical Pavilion and offers affordable and convenient medical equipment and health supplies. Call **586.203.1040**.



## Food services

### Patient room service

Please talk to a member of your let a member of your healthcare team know team for more information about the room service menu and how to order meal delivery to your room.

### Cafeteria

The cafeteria is located on the second floor of the central tower. A variety of food items are offered including hot meals, grab-and-go items, desserts, and beverages.

### Tony V's Cafe

Tony V's Café is located in the south lobby and offers a variety of pastries, coffee, and other beverages.

### Henry's Market

Henry's Market is open 24 hours, 7 days a week and is located in the lobby of the Emergency Department and outside of the cafeteria. A variety of grab-and-go items are available including sandwiches, salads, snacks, and beverages.

## Parking

- Self-parking is free and available near the north entrance, south entrance, Medical Pavilion, and Emergency Department.
- Accessible parking spaces are available in all self-parking lots and wheelchairs are available at all entrances.
- Valet services are offered at a cost at the north and south entrances.
- Free valet parking for emergency department patients is available 7 days a week from noon to midnight.

## Spiritual care

Henry Ford Health values and supports the right of our patients, visitors, and team members to pursue their spirituality and religious beliefs as a means of coping with illness and other difficult circumstances while at the hospital. Our chaplains are clinically trained professionals. They are available to provide you support and offer counseling to patients, visitors, and team members of all faiths and spiritualities. Your personal faith leader from any religion is welcome to visit if they follow our visitor policy.

### To access our spiritual care support, you can do one of the following:

- Ask someone from your healthcare team to place a spiritual care consult.
- Call [586.263.2330](tel:586.263.2330) to speak with a chaplain.

Visitors and team members can visit the prayer sanctuary for quiet reflection and prayer 24 hours a day, 7 days a week. If you are a patient, talk to your healthcare team to see if and how you can visit the prayer sanctuary.

The prayer sanctuary is located on the first floor down the hallway east of the main lobby.

## Henry Ford at Home - Macomb

Henry Ford at Home - Macomb offers the same quality care you expect from Henry Ford Health in the comfort of your own home. Services include home health care, hospice, home infusion, e-Home care, extended care, and Hart Medical Equipment. [586.203.1040](tel:586.203.1040)





# Staff awards

Henry Ford Health is proud to honor staff with the DAISY and Honey Bee Award for going above and beyond for patients and their families.

You can nominate a deserving nurse or nursing support staff member by filling out a nomination form found on each unit. You may also scan one of the QR codes below to submit a nomination.

## DAISY Award

The DAISY Award is an international award that celebrates the extraordinary clinical skill and care given by nurses. Henry Ford Health is a proud DAISY Award partner and recognizes one of our nurses with this special honor every month.

Visit [henryford.com/the-daisy-award](https://henryford.com/the-daisy-award) or scan the QR code at right to submit a nomination.



## Honey Bee Award

The Honey Bee Award was created to honor nursing support team members, including nurse assistants, nurse externs, unit secretaries, technicians, and patient safety assistants that show excellence through care or clinical expertise.

Visit [henryford.com/honey-bee-award](https://henryford.com/honey-bee-award) or scan the QR code at right to submit a nomination.



# About your interactive TV

You can use your in-room TV to watch TV and movies, as well as a number of other entertainment options like music or even listen to white noise. The TV system also lets you watch videos about your specific health condition. Use the TV menu to explore and learn more.

*Closed captioning is available on your TV by pressing the "CC" button. Closed captioning may take up to 30 seconds to display and will need to be reset each time the TV is turned on. Please talk to your nurse if you need any help.*

## Internet access

If you would like to use Henry Ford Health's internet or WiFi while you are in the hospital, you can connect to the HFHS Guest network.

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# Henry Ford Health Patient Rights and Responsibilities

## YOUR RIGHTS AS A PATIENT

### Respectful Care

- You have the right to receive necessary care regardless of your race, sex, national origin, marital status, sexual orientation, beliefs, values, language, age, disability or source of payment.
- You have the right to receive care in a safe setting.
- You have the right to privacy.
- You have the right to have health care information provided to you in a manner and form that you can understand.
- You have the right to sign language or foreign language services if you need them.
- You have the right to receive information about rules involving your care or conduct.
- You have the right to proper assessment and management of pain.
- You have the right to be free from restraints of any form that are not medically necessary.
- You have the right to be free from mental or physical abuse or harassment.
- You have the right to an explanation of your bill and information on financial help.

### Involvement in Your Care

- You have the right to information about your condition, treatment and prognosis, including unexpected outcomes.
- You have the right to know who is taking care of you and their titles.
- You have the right to education about the safe use of medications, medical equipment, potential food-drug interactions and counseling on nutrition and modified diets.
- You have the right to be involved in the development and review of your plan of care.
- You have the right to a plan for follow up care when you leave the hospital.
- You may refuse treatment to the extent permitted by law. It is our responsibility to discuss with you the possible results of your refusal.
- You have the right to state your advance directives (living will) and have them followed.
- You may consent or refuse to participate in experimental treatment or research.
- Your right to make decisions about health care does not mean that you can demand treatment and services that are medically inappropriate or unnecessary.

### Access to Your Medical Record

- You have the right to see your medical record at a time suitable for both you and the staff. You may request and obtain a copy of your record.
- You have the right to request the disclosures we make of medical information about you.

### Privacy of Your Information

- You have the right to communicate with health care providers in private and to have your patient information protected. Records will not be released except as allowed by you or by law.
- You have the right to have a family member and your own physician notified of your admission to the hospital.

## YOUR RESPONSIBILITIES AS A PATIENT

- You, your family, and visitors are responsible for following the rules involving patient care and conduct.
- It is your responsibility to provide accurate and complete information about all matters related to your health, including medications, past or present medical problems and advance directives.
- You are responsible for following the agreed upon treatment plans. If you cannot follow this plan, please tell your health care team.
- If you refuse to receive the recommended care, we may need to end our relationship with you after giving you reasonable notice.
- You are responsible for being considerate of the rights of other patients and Henry Ford Health personnel and property.
- You are responsible for making it known whether you understand your health information and the things you are asked to do.
- You are responsible for making appointments and arriving on time. You must call us in advance when you cannot keep a scheduled appointment.
- You are responsible for providing us with correct information about your sources of payments and ability to pay your bill.

### Questions or Concerns?

You and your family should feel you can always voice your concerns. If you share a concern or complaint, your care will not be affected in any way. The first step is to discuss your concerns with your doctor, nurse or other caregiver. If you have concerns that are not resolved, please contact the Patient Advocate office at 313-916-1602.

Should you continue to remain concerned after contacting the Patient Advocate Office, you may contact the Joint Commission's Office of Quality Monitoring by either calling 1-800-994-6610 or e-mail [complaint@jointcommission.org](mailto:complaint@jointcommission.org).

You also have the right to lodge a grievance with the State of Michigan Department of Licensing & Regulatory Affairs, Phone: 1-800-882-6006; Address: Bureau of Survey and Certification – Complaint Intake Section, PO Box 30838, Lansing, MI 48909.



# Derechos y responsabilidades del paciente de Henry Ford Health

## SUS DERECHOS COMO PACIENTE

### Atención respetuosa

- Tiene derecho a recibir la atención necesaria independientemente de su raza, sexo, país de origen, estado civil, orientación sexual, creencias, valores, idioma, edad, discapacidad o fuente de pago.
- Tiene derecho a recibir atención en un entorno seguro.
- Tiene derecho a la privacidad.
- Tiene derecho a que le den información sobre la atención médica de un modo y una forma que pueda entender.
- Tiene derecho a recibir servicios de lenguaje de señas o de lengua extranjera si los necesita.
- Tiene derecho a recibir información sobre las normas relacionadas con su atención o conducta.
- Tiene derecho a una evaluación y un tratamiento adecuados para el dolor.
- Tiene derecho a no tener restricciones de cualquier forma que no sean médicamente necesarias.
- Tiene derecho a no sufrir abuso ni acoso físico o mental.
- Tiene derecho a recibir una explicación de su factura e información sobre ayuda económica.

### Participación en su atención

- Tiene derecho a recibir información sobre su condición, tratamiento y pronóstico, incluyendo los resultados imprevistos.
- Tiene derecho a saber quién lo atiende y sus títulos.
- Tiene derecho a recibir educación sobre la administración segura de medicamentos, equipos médicos, interacciones potenciales entre comidas y medicamentos y consejería sobre nutrición y dietas modificadas.
- Tiene derecho a participar en el desarrollo y revisión de su plan de atención.
- Tiene derecho a tener un plan de atención de seguimiento cuando deje el hospital.
- Puede rechazar el tratamiento en la medida en que lo permita la ley. Somos responsables de hablar con usted sobre los posibles resultados de su rechazo.
- Tiene derecho a expresar sus directivas anticipadas (testamento en vida) y a que se cumplan.
- Puede dar su consentimiento o negarse a participar en un tratamiento o investigación experimental.
- Su derecho a tomar decisiones sobre la atención médica no significa que pueda exigir tratamientos y servicios que sean médicamente inapropiados o innecesarios.

### Acceso a su expediente médico

- Tiene derecho a ver su expediente médico en un momento adecuado para usted y para el personal. Puede pedir y obtener una copia de su expediente.
- Tiene derecho a pedir las revelaciones que hacemos de su información médica.

### Privacidad de su información

- Tiene derecho a comunicarse con los proveedores de atención médica en privado y a que la información de su paciente esté protegida. El expediente no se revelará excepto según lo permita usted o la ley.
- Tiene derecho a que se informe a un familiar y a su médico de su ingreso al hospital.

## SUS RESPONSABILIDADES COMO PACIENTE

- Usted, su familia y las visitas son responsables de seguir las normas relacionadas con la atención y conducta del paciente.
- Es responsable de dar información precisa y completa sobre todos los asuntos relacionados con su salud, incluyendo los medicamentos, problemas médicos pasados o presentes y directivas anticipadas.
- Es responsable de seguir los planes de tratamiento acordados. Si no puede seguir este plan, dígaselo a su equipo de atención médica.
- Si se niega a recibir la atención recomendada, es posible que tengamos que finalizar nuestra relación con usted después de darle un aviso razonable.
- Es responsable de que lo consideren con los derechos de otros pacientes y del personal y con los bienes de Henry Ford Health.
- Es responsable de decir si entiende su información médica y lo que le piden que haga.
- Es responsable de programar citas y llegar a tiempo. Debe llamarnos con antelación cuando no pueda ir a una cita programada.
- Es responsable de dar información correcta sobre sus fuentes de pago y su capacidad para pagar su factura.

### ¿Tiene preguntas o preocupaciones?

Usted y su familia deben sentir que siempre pueden expresar sus preocupaciones. Si comparte una preocupación o queja, no afectará a su atención de ninguna manera. El primer paso es hablar de sus preocupaciones con su médico, enfermero u otro cuidador. Si tiene preocupaciones que no se resuelven, comuníquese con la oficina del representante del paciente al 313-916-1602.

Si sigue preocupado después de comunicarse con la oficina del representante del paciente, puede comunicarse con la oficina de Monitoreo de calidad de la comisión conjunta llamando al 1-800-994-6610 o enviando un correo electrónico a [queja@jointcommission.org](mailto:queja@jointcommission.org).

También tiene derecho a presentar una queja formal ante el Departamento de Licencias y Asuntos Reglamentarios (Department of Licensing & Regulatory Affairs) del estado de Michigan, teléfono: 1-800-882-6006; dirección: Bureau of Survey and Certification – Complaint Intake Section. PO Box 30838, Lansing, MI 48909.

# حقوق ومسؤوليات المرضى لدى مؤسسة Henry Ford Health

## حقوق المرضى

### الرعاية بشكل لائق

- يحق لك تلقي الرعاية اللازمة بغض النظر عن عرقك، أو جنسك، أو أصلك الوطني، أو حالتك الاجتماعية، أو توجهك الجنسي، أو معتقداتك، أو قيمك، أو لغتك، أو عمرك، أو إعاقتك، أو مصدر دخلك.
- يحق لك تلقي الرعاية في بيئة آمنة.
- يحق لك التمتع بالخصوصية.
- يحق لك تلقي معلومات الرعاية الصحية المتاحة لك بطريقة وشكل يمكنك فهمهما.
- يحق لك الحصول على خدمات لغة الإشارة أو اللغات الأجنبية حسب الحاجة.
- يحق لك تلقي معلومات حول القواعد المتعلقة برعايتك أو سلوكك.
- يحق لك الحصول على تقييم الألم ومعالجته بشكل مناسب.
- يحق لك التحرر من جميع أشكال القيود غير اللازمة طبيًا.
- يحق لك عدم التعرض للإيذاء النفسي أو البدني، أو التحرش.
- يحق لك تلقي توضيح لفاتورتك والحصول على معلومات حول الدعم المالي.

### المشاركة في الرعاية

- يحق لك الحصول على معلومات عن حالتك الصحية، وعلاجك، وتوقعات سير المرض لديك، بما في ذلك النتائج غير المتوقعة.
- يحق لك معرفة مقدم الرعاية الصحية المعني بك ومسماه الوظيفي.
- يحق لك الحصول على التوعية بشأن الاستخدام الآمن للأدوية، والمعدات الطبية، والتفاعلات المحتملة بين الطعام والأدوية، والاستشارات حول التغذية والأنظمة الغذائية المعدلة.
- يحق لك المشاركة في وضع خطة رعايتك والاطلاع عليها.
- يحق لك الحصول على خطة متابعة الرعاية عند خروجك من المستشفى.
- يجوز لك رفض تلقي العلاج إلى الحد المسموح به قانونًا. ومن واجبا مناقشة النتائج المحتملة المترتبة على هذا الرفض.
- يحق لك توضيح توجيهاتك المسبقة (وصية الحياة) والامتنال لها.
- يجوز لك الرفض أو الموافقة على المشاركة في العلاجات التجريبية أو الأبحاث.
- لا يمنحك حقك في اتخاذ قرارات بشأن الرعاية الصحية إمكانية مطالبتك بتلقي علاجات وخدمات غير مناسبة أو غير ضرورية طبيًا.

### الاطلاع على سجلك الطبي

- يحق لك الاطلاع على سجلك الطبي في الوقت المناسب لك وللموظفين. ويجوز لك طلب نسخة من سجلك والحصول عليها.
- يحق لك طلب الإفصاحات التي نجرها عن معلوماتك الطبية.

### خصوصية معلوماتك

- يحق لك التواصل مع مقدمي الرعاية الصحية بشكل خاص، وطلب الحفاظ على سرية المعلومات المتعلقة بحالتك الصحية. ولن يتم الإفصاح عن السجلات إلا بعد الحصول على إذن منك أو بموجب القانون.
- يحق لك إعلام أحد أفراد أسرتك وطبيبك الخاص عند دخولك المستشفى.

## مسؤوليات المرضى

- تتحمل أنت وأسرتك والزوار مسؤولية اتباع القواعد المتعلقة برعاية المرضى وسلوكهم.
- تتحمل أنت مسؤولية تقديم معلومات دقيقة وكاملة عن جميع الأمور المتعلقة بحالتك الصحية، وتشمل الأدوية، والمشكلات الطبية السابقة أو الحالية، والتوجيهات المسبقة.
- تتحمل أنت مسؤولية اتباع الخطط العلاجية المتفق عليها. وإذا لم تتمكن من اتباع هذه الخطة، فيرجى إبلاغ فريق الرعاية الصحية المعني بك.
- إذا كنت ترفض تلقي الرعاية الموصى بها، فقد يتعين علينا إنهاء علاقتنا معك بعد إرسال إشعار بفترة معقولة.
- تتحمل أنت مسؤولية مراعاة حقوق المرضى الآخرين، والموظفين العاملين لدى مؤسسة Henry Ford Health وممتلكاتها.
- تتحمل أنت مسؤولية توضيح مدى فهمك لمعلوماتك الصحية والأمور المطلوبة منك.
- تتحمل أنت مسؤولية تحديد المواعيد والحضور في الوقت المحدد. ويجب عليك التواصل معنا مسبقًا عندما لا تتمكن من الحضور في الموعد المحدد.
- تتحمل أنت مسؤولية تزويدنا بالمعلومات الصحيحة عن مصادر دخلك وقدرتك على دفع الفاتورة.

### هل لديك أسئلة أو استفسارات؟

يجب عليك أنت وأفراد أسرتك الشعور دومًا بإتاحة الفرصة لطرح استفساراتكم. وإذا كنت تطرح أي استفسار أو تقدم شكوى، فلن تتأثر رعايتك بأي شكل من الأشكال. تتمثل الخطوة الأولى في طرح استفساراتك لمناقشتها مع طبيبك أو طاقم التمريض أو أي مقدم رعاية آخر. في حالة عدم الإجابة عن أي استفسارات مطروحة، يرجى التواصل مع "مكتب دعم المرضى" (Patient Advocate office) عبر الهاتف على الرقم 313-916-1602.

إذا ظلت استفساراتك بدون إجابة بعد التواصل مع "مكتب دعم المرضى"، يمكنك التواصل مع "مكتب مراقبة الجودة" (Joint Commission's Office of Quality Monitoring) التابع للجنة المشتركة عبر الهاتف على الرقم 1-800-994-6610، أو عبر البريد الإلكتروني [complaint@jointcommission.org](mailto:complaint@jointcommission.org).

يحق لك أيضًا تقديم شكوى إلى "إدارة التراخيص والشؤون التنظيمية" (Department of Licensing & Regulatory Affairs) في ولاية ميشيغان عبر رقم الهاتف: 1-800-882-6006، أو على العنوان: Bureau of Survey and Certification - Complaint Intake Section. PO Box 30838, Lansing, MI 48909.

# Henry Ford Health রোগীর অধিকার ও দায়িত্বসমূহ

## একজন রোগী হিসাবে আপনার অধিকার

### সম্মানজনক পরিচর্যা

- আপনার অধিকার আছে আপনার জাতি, লিঙ্গ, জাতীয় উৎস, বৈবাহিক স্থিতি, যৌন অভিমুখীতা, বিশ্বাস, মূল্যবোধ, ভাষা, বয়স, অক্ষমতা বা পেমেণ্টের উৎস নির্বিশেষে প্রয়োজনীয় পরিচর্যা পাওয়ার।
- একটি নিরাপদ পরিবেশে পরিচর্যা নেওয়ার অধিকার আপনার আছে।
- আপনার গোপনীয়তার অধিকার আছে।
- আপনার অধিকার আছে স্বাস্থ্যসেবা সংক্রান্ত তথ্য এমন রূপে ও ধরনে পাওয়ার যা আপনি বুঝতে পারেন।
- আপনার অধিকার আছে প্রয়োজন হলে সাংকেতিক ভাষা বা বিদেশী ভাষা পরিষেবা পাওয়ার।
- আপনার অধিকার আছে পরিচর্যা বা আচরণের সাথে সম্পর্কিত নিয়মগুলি সম্পর্কে তথ্য পাওয়ার।
- আপনার অধিকার আছে আপনার ব্যথার সঠিক মূল্যায়ন এবং ব্যবস্থা পাওয়ার।
- আপনার অধিকার আছে চিকিৎসাগতভাবে প্রয়োজনীয় নয় এমন যেকোনো ধরনের বাধ্যবাধকতা থেকে মুক্ত থাকার।
- আপনার অধিকার আছে মানসিক বা শারীরিক নির্যাতন বা হয়রানি থেকে মুক্ত থাকার।
- আপনার অধিকার আছে বিলের ব্যাখ্যা এবং আর্থিক সাহায্যের তথ্য পাওয়ার।

### আপনার পরিচর্যায় নিয়োজিত থাকা

- আপনার অধিকার আছে অপ্রত্যাশিত ফলাফল সহ আপনার অবস্থা, চিকিৎসা এবং পূর্বাভাস সম্পর্কে তথ্য পাওয়ার।
- আপনার অধিকার আছে এটা জানার যে কে আপনার পরিচর্যা করছেন এবং তাদের খেতাব কী।
- আপনার অধিকার আছে ওষুধের নিরাপদ ব্যবহার, চিকিৎসা সরঞ্জাম, সম্ভাব্য খাদ্য-ওষুধ প্রতিক্রিয়া সম্পর্কে জ্ঞান লাভ করার এবং পুষ্টি ও পরিবর্তিত খাবার সম্পর্কিত পরামর্শ পাওয়ার।
- আপনার অধিকার আছে আপনার পরিচর্যা পরিকল্পনার বিকাশ ও পর্যালোচনায় অংশগ্রহণ করার।
- আপনার অধিকার আছে হাসপাতাল ছাড়ার সময় ফলো-আপ পরিচর্যার জন্য একটি পরিকল্পনা পাওয়ার।
- আইন অনুযায়ী অনুমোদিত সীমার মধ্যে আপনি চিকিৎসা প্রত্যাখ্যান করতে পারেন। আপনার প্রত্যাখ্যানের সম্ভাব্য ফলাফলগুলির বিষয়ে আপনার সাথে আলোচনা করা আমাদের দায়িত্ব।
- আপনার অধিকার আছে অগ্রিম নির্দেশনা (লিভিং উইল) দেওয়ার এবং সেগুলি অনুসরণ করা হোক সেই নির্দেশ দেওয়ার।
- আপনি পরীক্ষামূলক চিকিৎসা বা গবেষণায় অংশগ্রহণে সম্মতি দিতে বা তা প্রত্যাখ্যান করতে পারেন।
- আপনার স্বাস্থ্যসেবার বিষয়ে সিদ্ধান্ত নেওয়ার অধিকারের অর্থ এই নয় যে আপনি চিকিৎসাগতভাবে অনুপযুক্ত বা অপ্রয়োজনীয় চিকিৎসা ও পরিষেবাগুলির দাবি করতে পারেন।

### আপনার চিকিৎসা রেকর্ডে অ্যাক্সেস

- আপনার অধিকার আছে আপনার এবং কর্মীদের উভয়ের জন্য উপযুক্ত সময়ে আপনার মেডিকেল রেকর্ড দেখার। আপনি আপনার রেকর্ডের একটি কপি পাওয়ার জন্য অনুরোধ করতে পারেন।
- আপনার অধিকার আছে সেই মেডিকেল তথ্যগুলির অনুরোধ করার যেগুলি আমরা আপনার সম্পর্কে প্রকাশ করি।

### আপনার তথ্যের গোপনীয়তা

- আপনার অধিকার আছে আপনার স্বাস্থ্যসেবা প্রদানকারীদের সাথে ব্যক্তিগতভাবে যোগাযোগ করার এবং আপনার রোগী তথ্য সুরক্ষিত রাখার। আপনার বা আইনের অনুমোদন ছাড়া রেকর্ডগুলি প্রকাশ করা হবে না।
- আপনার অধিকার আছে আপনার পরিবারের কোনো সদস্য এবং আপনার নিজের চিকিৎসককে আপনার হাসপাতালে ভর্তির বিষয়ে অবহিত করার।

## একজন রোগী হিসাবে আপনার দায়িত্বসমূহ

- রোগীর পরিচর্যা এবং আচরণের নিয়মগুলি অনুসরণ করার দায়িত্ব আপনার, আপনার পরিবার এবং সাক্ষাৎকারীদের।
- ওষুধ, অতীত বা বর্তমান চিকিৎসা সমস্যা এবং অগ্রিম নির্দেশাবলী সহ আপনার স্বাস্থ্য সম্পর্কিত সমস্ত বিষয়ে সঠিক এবং সম্পূর্ণ তথ্য প্রদান করা আপনার দায়িত্ব।
- সম্মত হওয়া চিকিৎসা পরিকল্পনা অনুসরণ করা আপনার দায়িত্ব। আপনি যদি এই পরিকল্পনাটি অনুসরণ করতে না পারেন তবে অনুগ্রহ করে আপনার স্বাস্থ্যসেবা টিমকে বলুন।
- আপনি যদি প্রস্তাবিত পরিচর্যা গ্রহণে অস্বীকার করেন তবে আমরা আপনাকে যুক্তিসঙ্গত নোটিশ দেওয়ার পরে আপনার সাথে আমাদের সম্পর্ক শেষ করতে হতে পারে।
- অন্যান্য রোগীদের এবং Henry Ford Health কর্মীদের অধিকার ও সম্পত্তির প্রতি মনযোগী থাকা আপনার দায়িত্ব।
- আপনার স্বাস্থ্য তথ্য এবং আপনাকে যা করতে বলা হয়েছে তা আপনি বুঝতে পারছেন কি না, তা জানানো আপনার দায়িত্ব।
- অ্যাপয়েন্টমেন্ট করা এবং সময়মতো উপস্থিত হওয়া আপনার দায়িত্ব। আপনি যখন নির্ধারিত অ্যাপয়েন্টমেন্ট রাখতে পারবেন না তখন আপনাকে অবশ্যই আমাদেরকে আগে থেকে কল করতে হবে।
- আপনার পেমেণ্টের উৎস এবং আপনার বিল পরিশোধ করার ক্ষমতা সম্পর্কে সঠিক তথ্য আমাদের সরবরাহ করা আপনার দায়িত্ব।

### প্রশ্ন বা উদ্বেগ?

আপনি এবং আপনার পরিবারকে অনুভব করতে করতে হবে যে আপনি সবসময় আপনার উদ্বেগগুলি প্রকাশ করতে পারেন। আপনি যদি কোনো উদ্বেগ বা অভিযোগ শেয়ার করেন, তাহলে আপনার পরিচর্যাকে এটি কোনওভাবে প্রভাবিত করবে না। প্রথম ধাপ হল আপনার চিকিৎসক, নার্স বা অন্যান্য পরিচর্যাকারীর সাথে আপনার উদ্বেগ নিয়ে আলোচনা করা। যদি আপনার উদ্বেগগুলির সমাধান না হয়, তাহলে অনুগ্রহ করে রোগীর অ্যাডভোকেট অফিস (Patient Advocate office) 313-916-1602 নম্বরে যোগাযোগ করুন।

আপনি যদি রোগীর অ্যাডভোকেট অফিসের সাথে যোগাযোগ করার পরেও উদ্বেগ থাকেন, তাহলে আপনি 1-800-994-6610 নম্বরে কল করে বা [complaint@jointcommission.org](mailto:complaint@jointcommission.org) এ ইমেল করে জয়েন্ট কমিশনের কোয়ালিটি মনিটরিং অফিসের (Joint Commission's Office of Quality Monitoring) সাথে যোগাযোগ করতে পারেন।

এছাড়াও আপনার স্টেটের মিশিগান ডিপার্টমেন্ট অফ লাইসেন্সিং অ্যান্ড রেগুলেটরি অ্যাফেয়ার্স (Department of Licensing & Regulatory Affairs) -এ অভিযোগ জানানোর অধিকার রয়েছে, ফোন: 1-800-882-6006; ঠিকানা: Bureau of Survey and Certification – Complaint Intake Section, PO Box 30838, Lansing, MI 48909.

## Notes:

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



