

Things to know during your stay with us



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.



Partners in your care

Your safety is very important to us while you are in the hospital. Feel free to ask us about the care you are receiving from your healthcare team. Here are some things to consider to make sure you understand and participate in your healthcare treatment plan.



Hospital room safety and comfort

- A call light is located at your bedside. You should use it when you need assistance. An emergency cord is also available in the bathroom. Please call for help, we are always happy to assist you!
- Your hospital bed's positions can be changed by electronic controls. You can raise or lower the head or foot of the bed. For your safety, keep the height of the bed in the lowest position.
- Your bed has side rails on both sides. They can be lowered or raised to provide support and help you position yourself when getting out of bed. When the side rails of your bed are up, call for assistance. Do not attempt to move around or over the bed's side rail.
- Use caution when getting in and out of bed. If you feel weak, do not attempt to get in or out of bed or to stand up in the bathroom by yourself. Use the nurse call lights located at your bedside, in the bathrooms, and in the shower and tub rooms.
- When out of bed, use of personal bathrobes is encouraged, along with hospital-provided nonskid slippers.
- Do not use your personal electrical equipment in an area where you or another patient is receiving oxygen. Doing so could increase the risk of a fire.
- To help maintain a safe and healthy environment, it may be necessary to reassign you to another room during the course of your stay.
- To promote comfortable rest and avoid disturbing you with unnecessary bed changes, bed linens are changed when the linen becomes soiled, the nurse deems it necessary, or by patient or family request. Bed linen is straightened daily.

Fall prevention

A fall risk assessment is done on admission and throughout your stay. An I.R.I.S. (I Require Intensive Surveillance) sign alerts hospital staff to your special needs. Nursing associates will round in your room hourly to assist you to use the bathroom, change your position in bed to prevent pressure ulcers and discuss your pain score. You may also request that personal items be moved within your reach.

Anyone can be at risk for falling — call, don't fall

You can become weak from illness or bed rest, starting a new medication, or just because of a new environment. We are here to meet your needs. Please call us for help if:

- You feel weak. No matter what, do not attempt to get out of bed by yourself.
- You stand and your legs feel too weak to hold you up.
- You are on a new medication or a change in medications. This may cause dizziness.
- You have had surgery or are taking pain medication or sleeping medication.
- You have equipment in your room that might interfere with safe walking.
- You cannot reach something you need.
- You see a spill on the floor.

Remember

- Remember to put on your hospital-provided nonskid slippers before standing. Then, sit on the edge of the bed, and dangle your feet for a few minutes. Place your feet firmly on the floor before slowly standing. Stand near the bed with your head up and eyes open, and take a couple of deep breaths. If you feel the least bit dizzy, sit back down and call for assistance.
- Use necessary personal assistive devices and/or handrails, even when being helped.
- Refrain from using a bedside table as a support when getting up or sitting down. The bedside table is not steady enough to be used as support and may roll away from you.
- Remember to let us help you. It may save you from a serious injury. We are here to meet your needs.

Tips to protect your personal property

You are responsible for your personal belongings. Please do not bring jewelry, credit cards, cell phones, money or other valuables with you to the hospital. If you have valuables with you, please send them home with family or friends, or ask to have them placed in the hospital safe. If something is missing, notify your caregiver immediately. We will make every effort to find it, but we cannot be responsible for missing items. Please do not leave personal items (such as eyeglasses, hearing aids, and dentures) in your bed, on your bedside table, on your meal tray, or wrapped in tissue. They could accidentally be thrown away. Denture cups are available.

Tobacco-free campus

Tobacco and electronic vaporized device use is prohibited throughout all Henry Ford Health buildings and grounds. Patients may not leave the hospital to smoke. If you smoke or use tobacco products, speak to your physician or nurse for ways to cope.

Hand hygiene

Germs that cause infection can be spread by hands. Washing hands removes germs from the hands and helps protect YOU from infections.

- Become a partner in your care. Ask your caregivers (physicians, nurses and staff) if they have washed/sanitized their hands before taking care of you.
- Ask your visitors to wash their hands when entering your room.
- Frequently wash your hands or use hand sanitizer, especially before you eat. If you are unable to get out of bed, please request a hand wipe.

Spiritual care

Our physicians, nurses, and associates have a passion for healing the whole person — mind, body and spirit. This includes treating you with dignity and respect, and understanding that you have emotional and spiritual needs that are as important as your medical ones. Our sites have chaplains or other spiritual care providers who are able to minister to your spiritual needs. Clergy of all faiths are welcome to visit and counsel patients from their own faith community. A hospital chapel/meditation room is also open to all patients and visitors for prayer and reflection.

Palliative care

Palliative care is specialized medical care for people with serious illnesses. It helps people find relief from pain, symptoms and stress during their illnesses while offering emotional and spiritual support. Care is delivered by a team of doctors, nurses and others who work with the person's primary doctor to provide an extra layer of support and increase or maintain quality of life. Different from hospice care, palliative care can be provided at the same time as treatment that is meant to cure a person. You or your family member may ask to see the Palliative Care Team by speaking with your physician.

Ethics consultation

Sometimes, complex decisions need to be made about the best course of medical treatment or with other complex questions regarding your plan of care. You or your relatives may feel overwhelmed about what would be the best approach for your care. This is why we have an Ethics Committee to support patients, families, and caregivers as they work together to find solutions to these and other difficult questions. You or anyone related to your care may ask for an ethics consultation. Scheduled as soon as possible, ethics consultations provide a forum for discussion and for exploration of values and alternatives, clarify your wishes, and assist in identifying appropriate decision-makers. The Ethics Committee does not make decisions, but may offer recommendations for you and your physician to consider. Ask your nurse or physician if you would like an ethics consultation. This service is free.



Pain management

Your comfort is one of our primary concerns. Please ask for pain control when your pain begins. You can expect:

- To be asked about your pain.
- To be informed about pain control measures.
- That the healthcare team will use appropriate methods to help manage your pain, make every effort to address concerns you may have about taking pain medication, and administer pain medication doses that are safe for you.

Things to know about medications

You will be asked about medications you take at home. Your physician may or may not prescribe those same medications for you, depending on your treatment plan.

Medications ordered by your physician during your hospital stay will be provided by the hospital pharmacy. If the hospital does not carry a medication that you have been taking at home, the physician may order a different medication that will work in the same way. Medications prescribed for you while in the hospital may look different from your home medications; however, they will provide the same results.

If you bring your home medications to the hospital, after reviewing them and noting in your medical

record, your nurse will ask that they be taken home. If that is not possible, your medications will be securely stored per hospital policy.

Your medications will be administered at standard hospital times, based on orders written by your physician. Below are some safety tips to follow when taking medications:

- Ask caregivers to check your identity before giving you medications or providing a treatment.
- Tell your caregiver everything you are taking, including prescription, over-the-counter drugs, and dietary supplements such as vitamins and herbs. The best way to do this is to keep a detailed and accurate list.
- Always tell your physician/nurse about any allergies you have or reactions to medications. If you experience a different “feeling,” swelling, itching, hives/bumps etc. after taking a medication, you should notify your nurse immediately for potential allergic reaction follow up.
- Ask what your medication is for, how to take it, how long to take it, and its side effects. Also ask what food and drink to avoid while taking it.
- Your discharge medications may be different from the medications you were taking prior to your hospitalization. You will be given a medication form listing home medications you were taking, which medications to discontinue and any new medications to take. The dose and times to take the medication will be included. Be sure you understand what medication to take (and not to take) when you are discharged. Once you are home, if you are not sure about a medication, you should contact your physician before taking it.

Patient privacy and confidentiality

As a patient, you have the right to expect that your medical care information is handled in a confidential manner. Confidentiality is one of the health standards that all associates abide by in the course of their daily work.

- We protect and respect the confidentiality of our patients and their medical information.
- We only reveal personal or confidential information concerning patients for legitimate patient care purposes unless authorized by the patient or otherwise permitted/required by state or federal laws.
- Hospital associates are trained to protect your medical record from unauthorized use and disclosure and to properly dispose of confidential health information by shredding it or placing items in secure containers for future shredding.
- Every attempt is made to be sure that printers, fax machines and computer terminals are used only by associates who have the need to know your information, and that measures are taken to assure that this information is not visible to patients or visitors.

- If you are concerned about the privacy and security of your medical information, please contact our Privacy Office at 313.874.9561 or by fax at 313.874.9449 or email: IPSO@hfhs.org

Compliance Hotline is a resource that is available 24 hours/ day, 365 days/year:

- By phone: 1-888.434.3044
- By email: Compliance@hfhs.org
- Online: www.henryfordhealth.ethicspoint.com/

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.



Do you have an advance directive?

As an adult with decision-making capacity, you have the right to accept or refuse any medical/mental treatment, as long as you understand your condition, the potential treatments, and the possible benefits and risks of such treatments. You have the right to formulate an advance directive and have the hospital staff follow it.

In an advance medical/mental health directive, you indicate what kind of medical treatments you wish to receive and you designate an advocate who can speak on your behalf in case you become unable to do so. This document helps your patient advocate(s) and healthcare providers understand what you would want in case you can no longer participate in treatment decisions. The legally recognized document in Michigan is the durable power of attorney for health care. You do not need the services of an attorney to complete the document. The hospital has advance directives available. Please ask your nurse or social worker if you are interested in an Advance Directive or have any questions about this document.

If you already have a durable power of attorney for health care or an advance medical/mental health directive, or if you make changes to an existing one, you must let your physician and your nurse know so that they will include a copy in your medical record.

Patients come first at Henry Ford Health, and a durable power of attorney for health care or an advance directive will help us offer you the care that you deserve.

Choosing a point person

Henry Ford Health must keep your medical information confidential, to ensure compliance with the Health Insurance Portability and Accountability Act (HIPAA) guidelines.

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

Clinical research



Many of our healthcare providers conduct clinical research in order to improve patients' lives and advance the way we practice medicine. Clinical research expands the range of therapeutic options, drugs and medical devices available for the treatment of disease, or improves people's well-being. During your stay with us, you may be approached by a researcher

to consider participating in a clinical study. Participation in any research is completely voluntary and you will not be allowed to participate in a study without your written informed consent. The quality of your healthcare will not be affected in any way whether you decide to participate in a research study or not.

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.

Speak up

If you have any patient safety concerns, we encourage you to discuss them with the nurse manager, your physician, nurses or other staff.

Speak up if you have questions or concerns. If you still do not understand, ask again. It is your body and you have a right to know.

A healthcare professional will mark the spot on your body to be operated on. Make sure that he/she marks only the correct part and nowhere else. This is done to make sure they are doing the right surgery on the right body part on the right person.

Pay attention to the care you get. Always make sure you are getting the right treatments and medicines by the right healthcare professionals. Do not assume anything.

- Expect healthcare workers to introduce themselves. Look for their identification (ID) badges. A new mother should know the person to whom she hands her baby. If you don't know who the person is, ask for an ID.
- Notice/ask whether your caregivers have washed their hands.
- When you sneeze or cough, cover your mouth and nose with your arm to prevent the spread of infection to others.
- Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.
- Ask a trusted family member or friend to be your support person.
- Know what medicines you take and why you take them. Medicine errors are the most common healthcare mistakes.
- Use a hospital, clinic, surgery center, or other type of healthcare organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting its quality standards.
- Participate in all decisions about your treatment. You are the center of the healthcare team.

Source: The Joint Commission



Hospital safety

If you are a patient in the hospital and at any time you feel unsafe and may hurt yourself or others, please let your caregiver know immediately. If you are not a patient in a hospital and at any time feel unsafe and may hurt yourself or others, either call 911 or go to the nearest emergency room.

The following crisis hotlines are also available 24 hours a day, 7 days a week for the following counties:

Wayne	313.224.7000
Macomb	586.307.9100
Oakland	248.456.0909
Livingston	517.546.4126
St. Clair	810.987.6911 or 888.225.4447

Going home

Your need for medical care may not end with your hospitalization. Early planning for your posthospital care will ensure that services are available if you need help. Talk to your nurse regarding your questions about community resources, home nursing services or rehabilitation facilities. We offer a wide range of outpatient services to meet your needs.

Your discharge

Your physician will decide when you are ready for discharge. A physician's order must be written for you to be discharged and then the nurse must prepare your discharge instruction forms. These forms will be reviewed with you and you will be given copies. We will make every attempt to have you discharged in a timely manner. We encourage discharge before noon, but you may be discharged at any time during the day. If you need help arranging a ride home on the day of discharge, please discuss this with your nurse.

If you have any questions regarding your out-of-pocket patient responsibility for your hospital inpatient bill, we have financial counselors to assist with payment options if needed.

Before you leave, remember to:

- Arrange for your next physician's appointment.
- Leave your forwarding address and phone number.
- Take home any special instructions that were given to you by your physician or nurse.
- Check the nightstand, bathroom and closet for your personal items.
- Remove your valuables from the hospital safe.
- Retrieve any home medications from the pharmacy if they were sent there for safekeeping.



Prescriptions to go

Please notify your nurse if you would like your discharge prescriptions filled at one of our pharmacies. The Outpatient Pharmacy will fill your prescriptions as you are preparing to go home, so they are ready and delivered to your room before you leave. Payment is required when you receive the medications. You can arrange for payment with the pharmacy via the phone, or you can stop by the pharmacy as you leave the hospital.

There are 11 Henry Ford pharmacies throughout the area ready to help you with your prescriptions and refills, and a free mail order service is available. You may also have your prescription transferred to the pharmacy of your choice.

Your hospital bill

Prior to your hospital stay, you should have become familiar with the terms of your insurance coverage. If you need help understanding your insurance coverage or health plan, call your insurance company or health benefits manager.

Upon admission to the hospital, the hospital will verify your insurance coverage. It is your responsibility to provide all insurance information in order to receive maximum coverage. We will bill all of the insurance plans that you provide to us, as appropriate. Failure to provide all insurance coverage may put you at risk for unnecessary financial liability. We will also collect any deductibles and co-pays that your insurance company verifies as your responsibility, as well as any past-due hospital balances that are owed.

Our staff will file your claim with your insurer(s) and programs such as Medicare and Medicaid. We make every effort to make bills simple. If you have questions or need assistance, call the phone number listed on your bill.

In addition to a bill from the hospital, you may also receive a bill from your physician, ambulance service, consulting physicians, radiologists or other medical professionals involved in your care. Inquiries about these bills need to be made directly to their offices.

Please remember that your insurance policy is a contract between you and your insurance company. If you are not covered by insurance, or if your insurance does not cover the entire cost of your stay, it is your personal responsibility to see that all bills are paid. Financial counselors are available at our hospitals to help you and your family find financial help or make other arrangements, including whether you are eligible for discounts.

Financial Counseling Departments



- **Henry Ford Providence Novi Hospital**
248.465.3802
8 a.m. - 4:30 p.m.
- **Henry Ford Providence Southfield Hospital**
248.849.5887
6:30 a.m. - 7:30 p.m.
- **Henry Ford St. John Hospital**
313.343.3322
7:30 a.m. - 6 p.m.
- **Henry Ford Madison Heights Hospital**
248.967.7015
8 a.m.-4:30 p.m.
- **Henry Ford Warren Hospital**
586.576.4561
8 a.m. - 4:30 p.m.
- **Henry Ford Rochester Hospital**
248.652.5334
8 a.m.-4:30 p.m.

Henry Ford at Home

Henry Ford at Home, Michigan's largest home health group, delivers compassionate, high-quality care directly to you in the comfort of your own home tailored to your individual needs.

Through partnerships with your doctors and case managers, we offer expert care that is safe, effective, and accessible. Our range of specialized services spans home health care, hospice care, home infusion therapy, Hart Medical Equipment, extended care/private duty, and technology to keep you safe at home.

Henry Ford at Home offers the same quality care you expect from Henry Ford Health in the place you call home.

- **Henry Ford Home Health Care**
313.874.6500
- **Henry Ford Home Infusion**
800.884.1474
- **Henry Ford Hospice**
800.492.9909
- **Henry Ford e-Home Care**
248.355.6400
- **Henry Ford Extended Care/Private Duty**
313.874.6583
- **Hart Medical Equipment**
888.606.8778
- **Outpatient Rehab services at St. John**
800.711.8150



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.

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 su información como 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 ser considerado 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 Defensor del Paciente al 313-916-1602.

Si sigue preocupado después de comunicarse con la Oficina del Defensor 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.

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 للإذاء 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 واجبن 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.

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 তথ্যের 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 মুক্তিদায়ী 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 হবে যে আপনি সবসময় আপনার উদ্বেগগুলি প্রকাশ করতে পারেন। আপনি যদি কোনো উদ্বেগ বা অভিযোগ শেয়ার করেন, তাহলে আপনার পরিচর্যাকে এটি কোনোভাবে 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 অফিসে (Patient Advocate office) 313-916-1602 নম্বরে যোগাযোগ করুন।

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

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

[illegible]

Questions to ask my care team

[illegible]

