

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.