



YOUR RIGHTS AS A PATIENT

Ascension Health and the associates at St. Mary's of Michigan are dedicated to providing you the highest quality of health care in an environment that is loving and compassionate. We strive to meet not only your physical needs, but your emotional and spiritual needs and those of your family.

In order for us to provide you with the best and most appropriate care, it is essential that you recognize and understand that you have certain rights while in our care.

Respect and Dignity: You have the right to have your dignity as an individual human being recognized and respected. Your cultural and spiritual beliefs, values, traditions and rituals are held in reverence, and to the extent possible, are integrated into your care.

Quality of Care: All patients have the right to the same quality healthcare without regard to race, creed, sex, national origin or sources of payment. You have the right to file a concern without fear of reprisal.

Privacy: You are entitled to privacy, to the extent possible, in treatment and interviewing and in caring for your personal needs.

Notification: You have the right to have a family member representative and your physician notified of your admission to the hospital.

Participation in Care: You have the right to be included in the development, implementation and revision of your plan of care and make informed decisions.

Personal Safety: You have the right to receive care in a clean and safe environment within the current standards of practice, security, and infection control. You are entitled to an emotionally safe environment free from harassment, and mental and physical abuse. You have the right to be free from restraints unless it is necessary to protect you or others.

Pain Management: You have the right to have your pain managed.

Advance Directive: You have the right to provide an advance directive that will identify your wishes and a surrogate decision maker if you are unable to make health care decisions for yourself.

Clinical Research: Patients who are invited and make a decision to participate in clinical investigation or research, are informed of their rights as human subjects. They should expect to receive detailed information about the study, procedures to be followed, benefits and any risks involved and understand that they may decline any and all such participation without having their care compromised.

Business Relationship: Patients have a right to ask and be informed of the existence of business relationships among the medical center, educational institutions, other health care providers, or payors that may influence the patient's treatment and care.

Charges: Upon Request, you are entitled to an explanation of your bill regardless of your source of payment and to receive information relating to financial assistance and methods of payment available through St. Mary's of Michigan.

Notice of Non-Coverage: You have the right to know if your care is not covered by your insurance plan.

Hospital Rules and Regulations: You are entitled to information about the hospital rules and regulations affecting your care and conduct.

Notice of Privacy Practices: In compliance with the privacy portion of the federal law, Health Information Portability and Accountability Act (HIPAA), you have received the St. Mary's of Michigan "Notice of Privacy Practices".

Confidentiality: You are entitled to confidential treatment of your medical records and personal information.

Access, Review and Amendment of Medical Record: You have the right to access, review, and amend information contained in your medical record. Refer to the St. Mary's of Michigan Notice of Privacy Practices for further information.

Notice of Medicare/Medicaid beneficiary discharge rights: When your doctor or Plan determines that you can be discharged from the hospital, you will be advised of your planned date of discharge. You may appeal if you think that you are being asked to leave the hospital too soon. If you stay after your planned date of discharge, it is likely that the charges for additional days will not be covered by Medicare or your Plan.

Right to Appeal Premature Discharge: Your Right to an Immediate Appeal without Financial Risk: When you are advised of your planned date of discharge, if you think you are being asked to leave the hospital too soon, you have the right to appeal to your Quality Improvement Organization (also known as QIO). The QIO is authorized by Medicare to provide a second opinion about your readiness to leave. You may call Medicare toll-free 24 hours a day at 1-800-633-4227 or TTY/TTD: 1-877-486-2048, for more information. If you appeal to the QIO by noon of the day after you receive non-coverage notice, you are not responsible for paying for the days you stay in the hospital during the QIO review, even if the QIO disagrees with you. The QIO will decide within one day after it receives the necessary information. You may need to speak with a Care Coordinator for assistance.

Other Appeal Rights: If you miss the deadline for filing an immediate appeal, you may still request review by the QIO (or your Plan if you are a Plan enrollee) before you leave the hospital. However, you will have to pay for the costs of your additional days in the hospital if the QIO (or your Plan) denies your appeal. You may file for this review at the address or telephone number of the QIO (or your Plan).

If you did not receive your patient handbook, please ask your nurse or phone 8032 or 7532.