

East Jordan, Bellaire, and Central Lake Family Health Centers Patient Bill of Rights and Responsibilities

Patient Rights

East Jordan, Bellaire, and Central Lake Family Health Centers have always deemed it a privilege to be entrusted with the health care of our communities' citizens. The Board of Directors recognizes the patient's basic right to be treated with personal dignity, to enjoy equal access to treatment or right to independence of expression and decision, and to receive care in an environment that enhances human relationships.

In providing care, East Jordan, Bellaire, and Central Lake Family Health Centers expects behavior on the part of patients, their relatives and friends, which considering the nature of the patient's illness, is reasonable and responsible.

East Jordan, Bellaire, and Central Lake Family Health Centers are a non-profit community health center, organized exclusively to provide quality, comprehensive, primary medical care to all, regardless of ability to pay. To the extent of the health center's financial ability, its services are provided for those who are unable to pay, as well as those who are able and expected to pay. A patient will not be denied appropriate care on the basis of race, religion, color, national origins, sex, age, handicap, marital status, sexual preference, or source of payment.

An individual who is or has been a patient is entitled to inspect or receive for a reasonable fee, a copy of his/her medical records upon request. A third party shall not be given a copy of the patient's medical record without prior authorization of the patient.

A patient is entitled to confidential treatment of personal and medical records and may refuse their release to a person outside the facility except as required because of a transfer to another health care facility or as required by law or third party payment contract.

A patient is entitled to privacy, to the extent feasible, in treatment and in caring for personal needs with consideration, respect, and full recognition of his or her dignity and individuality.

A patient is entitled to receive adequate and appropriate care, and to receive from the appropriate individual within the facility, information about his or her medical condition, proposed course to treatment, and prospects for recovery, in terms that the patient can understand, unless medically contraindicated as documented by the attending physician in the medical record.

A patient is entitled to refuse treatment to the extent provided by law and to be informed of the consequences of that refusal. A patient has the right to consult with another physician for the purpose of obtaining another opinion of his/her health care problem and alternate methods of treatment.

A patient is entitled to present grievances or recommend changes in policies and services on behalf of him/herself or others to the facility staff, to governmental officials, free from restraint, interference, coercion, discrimination, or reprisal. A patient is entitled to information about the facility's policies and procedures for initiation, review, and resolution of patient complaints.

A patient is entitled to information concerning an experimental procedure proposed as a part of

his/her care and shall have the right to refuse to participate in the experiment without jeopardizing his or her continuing care.

A patient is entitled to receive an explanation of his/her bill and to receive, upon request, information relating to financial assistance available through to facility.

A patient is entitled to know who is responsible to and who is providing his/her direct care, is entitled to receive information concerning his/ her continuing health needs and alternatives for meeting those needs, and to be involved in his/her follow-up care if appropriate.

A patient is entitled to be free from mental and physical abuse and from physical and chemical restraints, except those restraints authorized in writing by the attending physician for specified and limited time or as are necessitated by an emergency to protect the patient from injury to self or others, in which case the restraint may only be applied by a qualified professional who shall set forth in writing the circumstances requiring the use of restraints and shall promptly report the action to the attending physician.

A patient is entitled to information about the health facilities rules and regulations affecting patient care and conduct.

The patient has the right to ask questions and receive answers about his/her care by Health Center personnel. If the patient's provider or nurse does not resolve a patient's problem, the patient may take his/her grievance to the Medical Director, Executive Director and then the Board of Directors.

Advance Medical Directives, Designation of Patient Advocate for Health Care

The Michigan Legislature and the Federal Government have both enacted legislation, which allow you to communicate how you wish to have your care delivered should you become seriously ill or incapacitated.

You have the right to appoint to an "advance directive" to make medical decisions for you if you become unable to make your own decisions.

After you talk to family, friends, and your physician about your health care wishes, designate someone you trust to be your patient advocate. Fill out a patient advocate durable power of attorney form in the presence of two witnesses, sign it, and have the witness sign it. If you need assistance with this procedure, please inquire with the Health Center staff members for assistance. Give copies to your provider, patient advocate, and attorney if you have one, and your health care facility. Keep the signed original in a safe place with your other personal papers. Your advocate cannot make a health care custody or medical treatment decision on your behalf, unless your attending physician or physician, or licensed psychologist determines that you are not able to do so.

Booklets and forms are available at the patient registration area or from your provider.

Patient Responsibilities

Make an appointment, except when urgent care is required, and keep your appointment; arrive on time, register with the hostess upon your arrival and stay in the waiting room until called, unless other arrangements have been made.

Notify the office of your intention to cancel an appointment as soon as possible, so that another patient may receive medical care.

Provide complete and accurate information about your present health, health history, immunization history, allergies, current medication and/or treatment plan(s) rendered by other physicians or health care providers.

Notify your health care provider of unexpected changes in your condition or problems that arise during your treatment plan.

Notify your health care provider if you do not understand or cannot follow their health care instructions.

Cooperate fully in the treatment program you and your health care provider have agreed upon.

Pay your bill on date of service.

Provide complete, accurate, and current information for billing your insurance company, other third party payors or to determine eligibility for the health center's sliding fee scale discount program.

Those with Medicaid, GA, or other limited authorizations must present their cards or authorizations each time they register.

Pay for charges not covered by your insurance company or third party payor upon receipt of your monthly statements of account.

Promptly inform the office of any changes in your name, marital status, address, or insurance coverage.

Supervise or arrange for the supervision of the child you bring with you to the health center, and do not leave children unattended.

Refrain from smoking in the health center building, and dispose of smoking materials in the containers provided at the entrances.

Respect health center property, furniture, equipment, and supplies. Do not damage or remove anything unless specifically permitted to do so.

Respect the rights of other patients. Keep noise and behavior within acceptable and comfortable limits.

Be courteous to health center staff and other patients.

Arrive appropriately dressed, including footwear.