

Patient Rights and Responsibilities

Your Rights

1. To have someone of your choice informed as soon as possible when you are admitted to a St. John Providence Health System facility. Your private physician may also be contacted if you wish.
2. To be involved in decisions about care, treatment, and services provided, including the right to refuse care, treatment, and services in accordance with laws and regulations. You will be asked to consent to treatment or services that have been explained in terms you understand.
3. To be informed of any experimental care and to have the right to refuse, without compromising access to and quality of services.
4. To be informed about the outcomes of care, treatment, and services provided, including unanticipated outcomes.
5. To know the name, professional status, and relationship to the hospital of any provider of care, treatment or services, and to know the reason for any proposed change in the professional staff responsible for your care.
6. To question whether you are ready to be discharged or transferred to another facility.
7. To be made aware of the reason for your transfer, either within or outside of the hospital.
8. To select the provider for your post-hospital care, including the choice of home health agency, medical equipment provider, or nursing home.
9. To expect that your report of pain will be believed and addressed.
10. To receive respectful attention to confidentiality, privacy, dignity, and security, and the right to exercise your religious practice within legal and safety guidelines.
11. To have your wishes addressed relating to end-of-life decisions, including organ donation.
12. To confidentiality of your clinical record, to view your record, and to obtain, within a reasonable time, a copy of your record. There may be a charge for this. You have the right to request an addendum to your record to correct any error you believe is present.
13. To be free from mental, physical, sexual and verbal abuse, neglect, and exploitation while at a St. John Providence Health System facility. Patients have the right of access to protective and advocacy services.
14. To be free from restraints, except in emergency situations. Your doctor can order restraints only to protect you and others from injury.
15. To have complaints and concerns from you or your family addressed.
16. To receive, within a reasonable period of time, an itemized bill of services rendered and to be informed of the source of payment for your services.
17. Recording or filming of care, treatment and services can be useful for many purposes. In order to not compromise your privacy and confidentiality, we will obtain your consent for recording or filming. Recording or filming includes photographic, video, electronic or audio media. When the recording or filming is used internally for performance improvement or education, your consent is part of the general consent to treatment form. When the recording will be used for external purposes such as marketing, you will be asked to sign a separate consent that indicates the use of the recording or film. You have the right to request that any recording or filming be stopped.
18. To receive appropriate care regardless of race, creed, religion, national origin, language, color, age, disability, marital status, sex, sexual orientation, gender identity or expression, level of income or source of payment.
19. To exercise your rights, which include receiving or refusing care or treatment, without coercion, discrimination or retaliation or having someone of your choice exercise your rights if you are incapable of doing so.
20. To be provided information about our policies and procedures for initiation, review, and resolution of patient concerns.
21. To a safe environment. We ensure that an ongoing proactive program exists for identifying risks and improving patient safety.
22. To assistance with communication needs, including translation/interpretation services to assure full participation in your plan of care.
23. To know the relationship(s) of the hospital to other persons or organizations participating in the provision of your care.
24. To designate a support person who will provide you with emotional support during the course of your hospital stay unless the individual's presence infringes on others' rights, compromises safety, or is medically or therapeutically contraindicated.
25. To receive and designate visitors of your choosing consistent with hospital policy.

Your Responsibilities

We expect patients to follow St. John Providence Health System guidelines, including those involving visitors. These rules protect you and other patients.

1. Tell us what is wrong. This is the only way we can treat your illness or injury appropriately.
2. Give us a complete and accurate medical history, including the use of all legal or illegal medicines, drugs, vitamins and herbal supplements, past illnesses, and past hospital stays.
3. Ask your doctor or nurse about your treatment if you have questions. If you do not ask, we will assume you understand what we are doing and agree to it. Ask a family member or friend to speak for you when you cannot.
4. Be responsible about getting the tests and treatment recommended as part of your treatment plan. If you have concerns, ask why a test or treatment is needed and how it may help you. If you refuse a test or treatment, you may be released or sent to an identified physician at another hospital who will accept you as a patient.
5. Ask about test results – do not assume no news is good news.
6. Respect the rights of other patients. You also must respect St. John Providence Health System personnel and property.
7. Provide accurate identification and information related to insurance coverage. You are expected to pay for our services as soon as possible.

Your Expressing Satisfaction and Concerns

Patients and families at St. John Providence Health System hospitals have a variety of ways to express their satisfaction and concerns regarding their patient care experience and safety. The individual may:

1. Mention any concerns or complaints to a nurse or nurse manager immediately so that the matter can be resolved to your satisfaction.
2. Dial "0" for the hospital operator, who will connect you with a staff member who can help.
3. Contact the Patient Relations Department during business hours, Monday through Friday, 8 a.m. to 4:30 p.m., by calling **St. John Hospital & Medical Center** at 313-343-3349, **St. John Macomb-Oakland Hospital** at 586-573-5696, **Providence Hospital** at 248-849-3063, **Providence Park Hospital** at 248-465-4495 and **St. John River District Hospital** at 810-329-5314.

The individual also has the right to contact one or more of the following agencies:

1. Centers for Medicare and Medicaid Services by calling 1-800-MED-ICAR (1-800-633-4227).
-For the hearing impaired please dial 1-877-486-2048.
2. The State of Michigan, Department of Community Health, Bureau of Health Systems by calling 1-800-882-6006 or by going to their website at <http://www.michigan.gov/bhs>.
3. The Joint Commission by calling 1-800-994-6610, 9:30 a.m. to 6 p.m., Monday through Friday, or by visiting <http://www.jointcommission.org/>.
4. The American Osteopathic Association (AOA) by calling 1-800-621-1773 or visiting <http://www.hfap.org> for **St. John Macomb-Oakland only**.
5. If you are a Medicare Beneficiary and have a quality of care concern, including premature discharge, you may call Michigan Peer Review Organization (MPRO) at 1-800-365-5899. If you are currently in the hospital and hearing impaired, dial 1-800-365-5899 then dial 0 and ask for the TTY. If you are hearing impaired and at home, to use TTY, you may dial 711-800-365-5899.

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 and **St. Clair** 810-987-6911 or 888-225-4447.