To Our Patients,

Welcome to Munson Medical Center. Thank you for entrusting us with your health care needs. I want to assure you that we will do everything we can to make your visit as comfortable, safe, and pleasant as possible.

We expect your care to be excellent in every way. If you need anything while you are here, or if you have any questions, please talk to your physician, nurse, or a staff member.

Your safety is our top priority. This guide outlines your rights and responsibilities as a patient in helping us deliver safe care.

We are proud of the outstanding care and service we provide to the people of northern Michigan. Munson Medical Center is repeatedly recognized as one of the highest quality hospitals in the nation. Thank you again for trusting us with your care.

Sincerely,

Al Pilong, President
Munson Medical Center
Chief Operating Officer
Munson Healthcare
Patient Rights

As a patient, you have the right to:

**Access to Health Care**
- Impartial access for medical care or accommodations, regardless of age, race, national origin, religion, physical handicap, or source of payment.
- Treatment.
- Know what patient support services are available, including interpreter services if you do not speak English.

**Advance Directives**
- Receive information about advance directives during preadmission and admission to the hospital.
- Complete an Advance Medical Directive to describe your desires for medical care.
- Modify or change Advance Medical Directives.

**Clear Explanation of Care**
- An explanation of care in order to give informed consent or refuse treatment.

**Communication**
- Prompt and reasonable responses to questions and requests regarding all health care matters.
- Request notification of a family member or representative and your own physician promptly upon admission to the hospital.
- Receive health care information in your preferred language at no cost to you.

**Complaint Resolution**
- Express concerns and complaints regarding any violation of your rights through the grievance procedure and to be made aware of the grievance process through the State of Michigan, Department of Consumer Services.

**Confidentiality**
- Expect all communications and records pertaining to your health care will be treated as confidential.
- Request a hard copy of your medical record from Health Information Management.

**Ethics Consult Service**
- Request to meet with an ethics consultant if you or your family needs help making a difficult medical decision. Call the Munson Medical Center switchboard at 231-935-5000 and ask for the ethics consultant on call.

**Financial Information**
- Financial information about your care.
- Full information and necessary counseling about availability of known resources for your care, which includes a reasonable estimate of charges for medical care, a copy of a reasonably clear and understandable itemized bill, and, upon request, have charges explained.
- Know that Munson Medical Center accepts the Medicare assignment rate.

**Know Names**
- Know the names of your caregivers.

**Pain Management**
- Appropriate pain management.

**Pain and Symptom Control Services**
- Request Palliative Care services to live as well and comfortably as possible with a chronic, life-limiting condition.
- Emotional support and help with difficult decision making, as well as plans for care at home. To request this service, call 231-935-9131.
Protecting Your Privacy

- Know that Munson Medical Center implements all HIPAA privacy standards and safeguards your medical records and information. A Notice of Privacy Practices can be requested when you register for services. The Notice of Privacy Practices also is posted on Munson Healthcare’s website, munsonhealthcare.org. If you have questions or concerns, contact Munson Healthcare’s Privacy Officer Rochelle Stimmel at 231-935-5765.

Quality Care

- Quality care and treatment.
- Participate in decisions regarding your health care and treatment plan.
- Refuse treatment to the extent permitted by law and to be informed of the consequences of these actions.

Research Projects

- Know if the hospital or your physician(s) propose to engage in medical research affecting your care.
- Refuse to participate in such research projects.

Respectful Treatment

- Be treated with dignity and respect.
- Be treated in a safe environment.

Rules and Regulations

- Know what facility rules apply to patient and visitor conduct.

Visitors

- Receive visitors as you choose, including a spouse, domestic partner including same sex partner, other family members, or friends. You have the right to withdraw this consent at any time. Please note: Visitation may be restricted based on clinical necessity; your health care team will tell you if visitation is restricted.

Patient Responsibilities

As a patient, it is your responsibility to:

- Provide accurate and complete medical history about your current condition, including implant devices and past medical conditions and treatment.
- Ask questions when you do not understand what you have been told about your care, or what you are expected to do regarding your care.
- Follow instructions given by your physician, nurses, and other health professionals as they carry out your physician’s orders.
- Report your pain and, if you are uncomfortable, tell your nurse.
- Report any unexpected changes in your condition to your physician(s) and other health care providers.
- Report any safety issues related to your care or the physical environment to your health care team.
- Actively participate in planning and making decisions about your medical care.
- Accept responsibility for your actions should you refuse treatment or not follow your physician’s orders.
- Ensure that the financial obligations of your care are fulfilled as promptly as possible. Talk with a Munson Medical Center Financial Counselor if you have any concern about your hospital bill.
- Be respectful of the rights and property of other patients and of hospital personnel.
- Send valuables and sentimental belongings home. Label and closely watch items such as glasses, hearing aids, and dentures.
- Keep appointments or contact your provider if you are unable.
- Follow the guidance provided in this booklet, including the no-smoking policy.
We Want You to Be Satisfied

We expect each employee to make your visit as comfortable and pleasant as possible. It is our sincere desire to address and correct any issues that may arise. If you have a concern about any aspect of your care or service, or need further explanation about your rights and responsibilities:

• First, talk to a staff member about it.
• If you still have concerns, ask to speak with the manager.
• If your concern isn’t addressed to your satisfaction, call Patient Relations at:
  Munson Medical Center - **231-935-5051**, or **5-5051** from a hospital phone
  On holidays and weekends, call the following number and ask to speak with a nursing supervisor:
  Munson Medical Center - **231-935-5000**, or "0" from a hospital phone

How to File a Complaint or Grievance

You may discuss your concerns with a Munson Patient Liaison at any time. You may file a formal complaint or grievance with Patient Relations, and you can expect an initial response within seven business days.

Or, you may also relay issues involving safety or quality of care directly to:

**State of Michigan**
Bureau of Community & Health Systems
Department of Licensing & Regulatory Affairs (LARA)
P.O. Box 30004, Lansing, MI 48909
**800-882-6006**
michigan.gov/lara

For Munson Medical Center, you also may notify The Joint Commission:

**Office of Quality Monitoring**
The Joint Commission
One Renaissance Blvd.
Oak Brook Terrace, IL 60181
**800-994-6610**
complaint@jointcommission.org

NOTICE: There are times when a physician is not on site at the Emergency Department. During such times, a physician is always available “on-call” via telephone or pager to assist the mid-level provider, nurses, and other clinical staff in the Emergency Department. The mid-level provider will contact the on-call physician as necessary given the nature of the emergency medical condition.