

# Patient Rights

As a Patient of Western Michigan University Homer Stryker M.D. School of Medicine Clinics, you have the right to:

## Respect

You will receive appropriate care in a considerate and safe manner, respecting your personal values, beliefs and dignity.

## Information

At each patient encounter, we will advise you (and when appropriate, your family) in terms you can understand about your illness or diagnosis, your prognosis, and outcomes of care, treatment, and services that have been provided. The responsible physician (and/or his/her designee) will also advise you (and when appropriate, your family) when any unanticipated outcomes occur, so you (or your family) are able to participate in current and future decisions affecting your care, treatment, and services.

As part of your right to be informed, you will be told the names of the physicians that are primarily responsible for your care, treatment, and services, and the name of the physician or other practitioners who will perform such care, treatment, and services. If you can't understand something, just ask - keeping you informed is an important part of our job.

## Privacy

All examinations, treatments, consultations and discussions will be conducted with respect for your privacy. Similarly, all written communications and records about your care will be treated as strictly confidential. The only exception may be in cases permitted or required by law.

## Self-determination

We encourage you to actively participate in decisions involving your health care. You have the right to be fully informed about your care and the various options available to you. You also have the right to decide for yourself which care you do -and do not - wish to receive (your preferences).

## Surrogate Decision Makers

A surrogate decision maker is a person that will be identified to make decisions on behalf of the patient when the patient is not legally responsible. If a surrogate decision maker is identified, he/she has the right to refuse care, treatment and services on the patient's behalf.

## Advance Directives

You have the right to make advance directives - such as a living will or designation of someone to act as your advocate or representative. These directives cover treatment options and may include naming someone to act on your behalf if you later become unable to communicate what treatment you do or do not wish to receive.

## Explanation of charges

Regardless of the source of payment, you have the right to examine and ask questions about your bill for health care services.

## Addressing your needs and concerns

You have the right to appropriate assessment and management of your symptoms, including physical pain, as well as to address any psychological, spiritual or cultural concerns or needs you may have.

## Access to your medical record

You have the right to inspect and copy information in your medical files, by providing us with a written request for such information.

## Freedom from abuse or restraint

We will, to the best of our ability, protect patients from real or perceived abuse, neglect, or exploitation from anyone, including staff, students, volunteers, other patients, visitors, or family members. All employees and persons providing services for Western Michigan University Homer Stryker M.D. School of Medicine receive training upon hire, and annually thereafter, on how to identify abuse, neglect or exploitation, how to identify high risk situations and diffuse them, and to review policies and procedures pertaining to workplace violence. In addition, our patients have the right to be free from physical and chemical restraints, except when such restraints are needed to protect against injury to the patient or others.

## Complaint resolution

We encourage you to raise questions or concerns about any aspect of your care or service by communicating with appropriate staff. If you have complaints, they will be investigated, and we will inform you of the outcome.

## The Inclusion of Pediatric Rights

In addition to the rights of adult patients, the needs of pediatric patients have the following rights:

- Information about what to expect prior to, during and following their experience, and support in coping with it;
- The reassuring presence of a caring person, especially a parent;
- Freedom to express feelings or fears with appropriate reaction;
- As much control as possible, over both self and situation;
- Consistent, supportive and nurturing care which fosters the emotional as well as psychosocial needs of the child and fosters open communication;
- Recognition and reward for coping well during difficult situations.

# Patient Responsibilities

As a Patient of Western Michigan University Homer Stryker M.D. School of Medicine Clinics, you are responsible for:

## Medical History

We ask that you provide us complete and accurate information regarding your medical history. Your right to appropriate care is difficult to guarantee if we do not have an accurate understanding of your past health care.

## Appointments

We ask that you are available for your scheduled appointment on time, so that we can be on time.

## Communications

We need to know

- ... whether you understand your proposed course of treatment;
- ... whether you understand what is expected of you during your treatment; and
- ... whether you are able and willing to work with the care team as specified

We depend on you to ask questions and seek clarification about your diagnosis and treatment. Please ask us about any unfamiliar practices or procedures.

## Treatment

Once a course of treatment is agreed upon, it is very important that you participate in your own care by carefully following your doctor's instructions and accept the consequences for not following your doctor's instructions. We also rely on you to report if you foresee any perceived risks in your care.

## Health Changes

Responsive health care relies on accurate, up-to-date information. Let your physician or nurse know about any changes in your health. Advise your physician of any complications resulting from treatment or any new symptoms.

## Respect

We ask that you always show respect for the rights and privacy of our staff, other patients and their families.

## Financial Arrangements

Arrangements must be made for payment of charges. It is your responsibility to provide accurate information about sources of payment, including your insurance, and your ability to meet your financial obligations.

## For Further Information or Assistance

We ask that you follow all of the Western Michigan University Homer Stryker M.D. School of Medicine rules and regulations. If you have questions, suggestions or needs related to any aspect of your care or visit here, please share those with your nurse or ask to speak to the Clinical RN Team Leader or Medical Director.

