

# Patient Rights and Responsibilities

All patients treated at Zoe Center for Pediatric and Adolescent Health, LLC will have access to a copy of the Patient Rights and Responsibilities. A list of names, addresses, and telephone numbers of pertinent state advocacy groups are available through the Front Desk if a patient wishes to file a complaint.

Upon employment, each employee shall be given a copy of Patient Rights and Responsibilities. The policy as stated below will be posted in a public place in Zoe Center for Pediatric and Adolescent Health, LLC.

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Patients of Zoe Center for Pediatric and Adolescent Health, LLC have the following rights:

1. A patient will not be denied appropriate care on the basis of race, creed, religion, color, national origin, sex, handicap, marital status, or sexual preference.
2. A patient is entitled to inspect, or receive for a reasonable fee, a copy of your medical record upon request in accordance with the medical records access act, 2004 P.A. 47, MCL 333.26261 to 332.6271. Except as otherwise permitted or required under the health insurance portability and accountability act of 1996, Public Law 104-191, or regulations promulgated under that act, 45 CFR parts 160 and 164, a third party shall not be given a copy of the patient's medical record without your prior authorization .
3. 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.
4. A patient is entitled to receive adequate and appropriate care, and to receive, from the appropriate individual facility, information about his or her medical condition; outcomes of care, including unanticipated outcomes; proposed course of 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.
5. A patient (18 years of age or older) has the right to establish a "Durable Power of Attorney for Health Care" and designate a "patient advocate" to make medical treatment decisions for him/her in the event that the patient is unable to participate in medical treatment decisions.
6. A patient is entitled to refuse treatment to the extent provided by law and to be informed of the consequences of that refusal. When a refusal of treatment prevents a health facility or its staff from providing appropriate care according to ethical and professional standards, the relationship with the patient may be terminated upon reasonable notice.
7. A patient is entitled to exercise his or her rights as a patient and as a citizen, and to this end, may present grievances or recommend changes in policies and services on behalf of himself or herself or others to the facility staff, to governmental officials, or to another person of his or her choice within or outside the facility, 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.
8. A patient is entitled to receive and examine an explanation of his or her bill, regardless of the source of payment, and to receive, upon request, information relating to financial assistance available through the facility.
9. A patient is entitled to know who is responsible for and who is providing his or her direct care, is entitled to receive information concerning his or her continuing health needs and alternatives for meeting those needs, and to be involved in his or her discharge planning, if appropriate.
10. A patient is entitled to associate and have private communications and consultations with his or her physician.
11. 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 a physician for a 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 who shall promptly report the action to the attending physician. In case of a chemical restraint, a physician shall be consulted within 24 hours after the commencement of the restraint.
12. A patient is entitled to be free from performing services for the facility that are not included for therapeutic purposes in the plan of care.
13. A patient is entitled to information about the facility rules and regulations affecting patient care and conduct.