

WCHC Patient's Bill of Rights and Responsibilities

As a patient at WCHC, your rights include:

- ◆ the right to be treated with courtesy and respect, with appreciation of your individual dignity and protection of your need for privacy.
- ◆ the right to a prompt and reasonable response to questions and requests.
- ◆ the right to know who is providing your medical services and who is responsible for care
- ◆ the right to change your provider upon request
- ◆ the right to know what patient support services are available, including whether an interpreter is available.
- ◆ the right to know what rules and regulations apply to your conduct.
- ◆ the right to be given, by your healthcare provider, information concerning diagnosis, planned course of treatment, alternatives, risks and prognosis.
- ◆ the right to be involved in decision-making regarding your care and to refuse any treatment, except as otherwise provided by law.
- ◆ the right to be given, upon request, full information and necessary counseling on the availability of financial resources for your care.
- ◆ If you are eligible for Medicaid or Medicare, you have the right to know, upon request and in advance of treatment, whether the healthcare provider or healthcare facility accepts the Medicaid or Medicare assignment rate.
- ◆ the right to receive, upon request, prior to treatment a reasonable estimate of charges for medical care.
- ◆ the right to receive a copy of a reasonably clear and understandable itemized bill and, upon request, to have the charges explained.
- ◆ the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical handicap or source of payment.
- ◆ the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- ◆ the right to know if medical treatment is for purposes of experimental research and to give

your consent or refusal to participate in such experimental research.

- ◆ the right to appropriate assessment and management of pain.
- ◆ the right to receive information about advance directives and have advance directives honored
- ◆ the right to provide feedback to your care team, including complaints.
- ◆ the right to express grievances regarding any violation of your rights, as stated in Michigan law

As a patient at WCHC, you are responsible for:

- ◆ providing to your healthcare provider to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
- ◆ reporting unexpected changes in your condition to your healthcare provider.
- ◆ being an active participant and reporting to your provider whether you comprehend your care plan and what is expected of you
- ◆ following the treatment plan recommended by your health care provider.
- ◆ keeping appointments and, when you are unable to do so for any reason, for notifying the healthcare provider or healthcare facility
- ◆ the consequences to your health if treatment is refused or the care plan is not followed.
- ◆ assuring that the financial obligations of your healthcare are fulfilled as promptly as possible.
- ◆ following healthcare rules and regulations regarding care and conduct.
- ◆ behaving respectfully towards all staff and other patients.
- ◆ providing transportation to and from your appointment.

You may be dismissed if you are non-compliant with responsibilities listed above