

BRONSON STATEMENT ON PATIENT RIGHTS AND RESPONSIBILITIES

Because Bronson respects the rights and human dignity of each patient, patient rights and responsibilities are given upon admission or upon request.

We are committed to making your experience at Bronson as positive as possible. If you have concerns, complaints, or suggestions, please contact the Patient Relations Office at (269) 341-8959.

The Patient Rights and Organizational Ethics Committee also exists to help patients and their families make informed choices about difficult decisions that may involve ethical issues. They may be reached by calling the Bronson operator at (269) 341-7654.

The Right to Information You Can Understand During Your Hospital Admission

You have the right to:

- know about Bronson's policy of Patient Rights and Responsibilities and Advance Directives
- contact a Bronson Patient Representative if there is a question, concern or complaint about any service
- file a grievance with the hospital or external agency and to be informed of the procedure for initiation, review and resolution of a grievance or complaint
- know about services and the charges for services; to have your hospital bill explained; and to know about financial help offered by the hospital
- know who is giving your care; to information about your health and treatment plan; to know about your future health care needs; and the right to be involved in discharge plans
- agree to or refuse treatment; to be told the risks of treatment; and the right to be told what will happen if you refuse treatment; and know about Bronson's rules that affect patient care and conduct

The Right to Dignified, Respectful, Considerate Care

You have the right to:

- care regardless of age, race, color, creed, national origin, sex, religion, marital status, sexual orientation, disability or your ability to pay for care
- be free from mental or physical mistreatment; be free from restraints unless ordered by a physician for your safety or the safety of others; and to correct alternatives to restraints. If restraint is used, the least restrictive method will be used and it will be stopped as soon as possible.

The Right to a Reasonable Response to Your Requests

You have the right to:

- have a reasonable response to your needs for treatment and service within Bronson's ability
- request generic or trade brand drugs
- have your civil and religious rights and your cultural and spiritual beliefs respected to the extent that they do not interfere with the well being of others

The Right to Personal Privacy and Confidentiality of Your Medical Treatment and Medical Records

You have the right to:

- have your personal and medical records treated with privacy; to review your medical record; and to obtain a copy of your medical record. Your record cannot be given to anyone without your permission, unless required by law, third party payment contract, or hospital accrediting agency.

- talk privately with your physician, attorney or other person
- send and receive unopened personal mail
- be treated in private; to be cared for with dignity and as an individual.

The Right to be Informed of Any Research or Educational Projects Affecting Your Care or Treatment

You have the right to:

- information about experimental treatment considered in your care; and to know the risks and possible result of refusing this treatment
- be informed if you are part of an educational project as Bronson is a teaching hospital.

Patient Responsibilities Which Will Promote a True Partnership in Your Treatment:

- Make available a complete and correct medical history
- Let us know if you understand your medical treatment
- Take part in healthcare decisions with the advice of your doctor(s) and follow the recommendations and advice of your doctor(s)
- Tell your doctor or nurse about any problems you have during your medical treatment
- Be considerate of the rights of other patients, Bronson staff, and property
- Give correct information about how you will pay your bill
- Make arrangements to pay bills not paid by your insurance
- Follow Bronson's rules about patient care and conduct

Bronson Statement on Pain Management

We believe all patients have a right to pain relief. Based on this belief we will:

- tell patients that pain relief is an important part of their care
- review patient's pain on the first evaluation
- continue to look at the presence, quality and intensity of pain
- consider pain monitoring the fifth vital sign and monitor pain often based on the patient's condition and pain state
- use what the patient says about their pain as the primary indicator of pain
- accept with respect the reports a patient makes about pain
- respond quickly to reports of pain
- consider the special needs of children, frail and elderly patients in the assessment and treatment of pain
- work with the patient, family and other health care providers to establish a goal for pain relief
- develop and use a plan to make pain relief the goal, including education of the patient and family
- continue to review and change the care for patients who have pain that will not stop.

If your concern is not resolved through Bronson, you may file a complaint via:

State of Michigan
Consumer and Industry Services
Bureau of Health Services
P.O. Box 30670
Lansing, MI 48909-8170

Request a complaint form by phone:
(517) 373-9196 or toll free at (800)
882-6006.

Download a complaint form online:
www.michigan.gov/mdch

The Joint Commission
Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Fax: (630) 792-5636
E-mail:
complaint@jointcommission.org
www.jointcommission.org/GeneralPublic/Complaint/

Si usted desea leer los **Derechos y Responsabilidades de los Pacientes en español**, puede llamar al (269) 341-7654.