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, ethical issues or suggestions, please contact the Patient Relations at (269) 341-8959.

The Right to Information You Can Understand
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 Patient Relations at (269) 341-8959 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 bill explained; and to know about financial assistance offered at your location
- Know who is giving your care; to information about your health and treatment plan; to know about your future healthcare needs; and the right to be involved in healthcare 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
- Receive visitors that you designate, including, but not limited to, a spouse, a domestic partner (including the same-sex domestic partner), another family member, or a friend. You also have the right to withdraw or deny such consent at any time.
- Language assistance services, such as interpreters, auxiliary aids, written information in other languages or formats. If you need these services, contact 269-341-7654.

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, gender identity, 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. If restraint is used, the least restrictive method will be used and it will be stopped as soon as possible.
- Free, reasonably prompt interpreter services during all aspects of your visit to Bronson. Bronson provides interpreter service for limited English proficient patients, deaf/deaf-blind/hard-of-hearing patients and families.

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 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 environment.

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

- Make available a complete and correct medical history
- Let us know if you do not 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 management of pain. Based on this belief we will:

- Tell patients that management of pain 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 healthcare providers to establish a goal for pain relief
- Develop and use a plan to make management of pain 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 Department of Licensing
& Regulatory Affairs
P.O. Box 30664
Lansing, MI 48909
(800) 882-6006
michigan.gov/lara

Office of Quality & Patient Safety
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
(800) 994-6610
(630) 792-5636 fax
jointcommission.org/report_a_complaint.aspx

KEPRO
5201 W Kennedy Blvd Suite 900
Tampa, Fl. 33609
Atten: Beneficiary Complaints
(855) 408-8557
(844) 834-7130 fax
keproqio.com

Ask your caregiver for a copy of the Bronson Statement on Patient Rights and Responsibilities.

လူနာ၏ရပိုင်ခွင့်နှင့် တာဝန်ဝတ္တရားများဆိုင်ရာ Bronson ထုတ်ပြန်ေ
ကြာချက်မိတ္တူတစ်စောင်ကို သင်၏ ကျန်းမာရေးပြုစုစောင့်ရှောက်သူ
ထံမှ တောင်းယူပါ။

Pídale a su cuidador una copia de la Declaración de derechos y responsabilidades del paciente de Bronson.

আপনার পরিচর্যা-প্রদানকারীর কাছ থকে েরোগীর অধকিার এবং দায়ত্বি সম্পর্কে ব্রনসন বর্বিতরি একটি কপি চিয়েে ননি।

向您的照护者索取一份Bronson病人权利与责任声明。

向您的照護者索取一份Bronson病人權利與責任聲明。

Zatražite od svog njegovatelja primjerak Izjave o pravima i obvezama pacijenata ustanove Bronson.

Bitten Sie Ihre Betreuungsperson um eine Kopie der Bronson-Erklärung zu Patientenrechten und Verantwortlichkeiten.

Richieda una copia del Bronson Statement on Patient Rights and Responsibilities (Dichiarazione Bronson dei diritti e delle responsabilità del paziente) al personale incaricato della Sua assistenza.

介護者にブロンソンの「患者さんの権利と責任に関する宣言」のコピーを求めてください。

간병인에게 환자 권리와 의무에 관한 브론슨 성명서 사본을 요청하십시오.

Prosze zwrócić się do osoby świadczącej opiekę o egzemplarz Oświdczenia o prawach i obowiązkach pacjenta Bronson Healthcare.

Попросите лицо, осуществляющее уход за вами, предоставить вам документ учреждения Бронсон (Bronson), в котором перечислены права и обязанности пациентов.

Humiling ng isang kopya mula sa inyong tagapag-alaga (caregiver) ng Bronson Statement tungkol sa Mga Karapatan at Responsibilidad ng Pasyente.

Hãy hỏi người chăm sóc của quý vị về bản sao Tuyên bố Bronson về Quyền và Trách nhiệm của Bệnh nhân.

اطلب من القائم على رعايتك بنسخة من بيان برونسون بخصوص حقوق المريض ومسؤولياته

Kërkojini kujdestares tuaj që t'ju japë një kopje të Deklaratës Bronson për të Drejtat dhe Përgjegjësitë e Pacientit.

BRONSON

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