The Right to Dignified, Respectful, Considerate Care

- 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 Information You Can Understand

- 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