

Reporting Your Concerns

We value your feedback. Should you have concerns about your care or the care of a loved one, please contact any member of our staff. You may also speak to our Ethics & Compliance Officer, Beth Agen, 906-483-1518. If you do not want to speak with an employee of UP Health System Portage regarding your concern, you may contact the Joint Commission Office of Quality and Patient Safety 1-800-994-6610, or email patientsafetyreport@jointcommission.org.

You can also lodge a grievance with the Bureau of Community and Health Systems (BCHS) 1-800-882-6006; you can write Bureau of Community and Health Systems - Health Facility Complaints, PO Box 30664, Lansing, MI 48909, or email: BCHS-Complaints@michigan.gov.

- You are expected to treat all hospital staff, other patients, and visitors with courtesy and respect; abide by all hospital rules and safety regulations, and be mindful of noise levels and the privacy of others.
- You have the responsibility to keep appointments, be on time, and call your healthcare provider if you cannot keep your appointments.
- Consider asking a trusted family member or friend to be your advocate or representative, to assist you in decisions and ask questions for you while you are under stress.
- Do everything to make sure your bills are paid as promptly as possible.
- You should provide the hospital and/or your doctor with a copy of your Advance Directive if you have one.

UP Health System—Portage

500 Campus Drive | Hancock, MI 49930

906-483-1000



PATIENT'S RIGHTS AND RESPONSIBILITIES

As a patient receiving care at UP Health System – Portage, you have both rights and responsibilities. UPHS—Portage is committed to providing excellent care in the most personal, respectful, and private manner possible. We make every effort to be responsive to our patients' and their families' family, social, spiritual and cultural values.

UPHS-PORTAGE PATIENTS HAVE THE FOLLOWING RIGHTS

- You have the right to receive considerate, respectful, and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity, or disabilities.
- You have the right to receive care in a safe environment free from all forms of abuse, neglect, or mistreatment. You may wear personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
- You, and those you designate, are encouraged to participate in decisions about your care, treatment, and services provided. You have the right to be free from restraints and seclusion that is not medically necessary.
- You may accept or refuse visits from anyone you choose unless for clinical or safety reasons, a limitation on visitation may be necessary. In that case, the hospital staff will discuss this with you and/or a family member.
- You have the right to spiritual services. Ministers of Faith are available upon request.
- You have the right to be told the names of your doctors, nurses, and all health care team members directing and/or providing your care.
- You have the right to consideration of privacy in case discussion,

consultation, examination, and treatment. Expect all communications and other records pertaining to your care, including source of payment for treatment, to be treated as confidential. (Please see our Notice of Privacy Practices for more information).

- You may refuse treatment to the extent permitted by law. It is our responsibility to discuss with you the possible results of your refusal.
- Except in emergencies, you or your legally authorized representative's will receive the information needed to consent before treatment is administered. You have the right to be told by your doctor about your diagnosis and possible prognosis, the benefits, and risks of treatment, and the expected outcome of treatment, including unexpected outcomes.
- You have a right to give or refuse consent for recordings, photographs, films or other images to be produced, unless it is for identification, diagnosis or treatment.
- You have the right to formulate Advance Directives and appoint a surrogate to make healthcare decisions on your behalf, Advanced Directives will be followed by the staff, to the extent allowed by law.
- You have the right to have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
- You have the right to communication that you can understand. The hospital will provide sign language and foreign language interpreters as needed at no cost. Do not be afraid to ask questions if you do not understand what you have been told about your care.
- Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-906-483-1000 (TTY: 1-906-483-1009).
- ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-906-483-1000 (رقم هاتف الصم والبكم: 1-906-483-1009).

- Except in the event of an emergency, you will not be transferred to another facility without being given a full explanation for the transfer, without provisions being made for continuing care and without acceptance by the receiving institution.
- You have a right to examine your hospital bill and receive an explanation of the bill, regardless of your source of payment, and you shall receive, upon request, information relating to financial assistance available through the hospital.
- You have the right to be involved in your discharge plan. You can expect to be told in a timely manner of the need for planning your discharge or transfer to another facility or level of care. Before your discharge, you can expect to receive information about follow-up care that you may need.

UPHS- PORTAGE PATIENTS HAVE THE FOLLOWING RESPONSIBILITIES

- Be considerate and respectful of other patients and hospital staff.
- Provide complete and accurate information, including your full name, address, home telephone number, date of birth, Social Security number, insurance carrier and employer, when it is required.
- Provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, and other matters that pertain to your health, including perceived safety risks.
- Ask questions if you do not understand what you have been told about your care.
- Report unexpected changes in your condition to your provider.
- Follow the suggestions and advice your health care providers prescribe in a course of treatment. If your refusal of treatment prevents us from providing appropriate care according to ethical and professional standards, we may need to end our relationship with you after giving you reasonable notice.
- Please leave valuables at home and only bring necessary items for your hospital stay.