

*Working
wonders
through
excellence,
service,
innovation,
and caring*



PATIENT RIGHTS, RESPONSIBILITIES AND DURABLE POWER OF ATTORNEY

SPARROW

WORKING
WONDERS SM

Sparrow's mission is to improve the health status of the people of mid-Michigan by providing quality, compassionate, accessible and cost-effective care that is nationally recognized for excellence. In fulfilling this mission and in accordance with Michigan Compiled Laws Annotated (MCLA) 333.20201, 333.20202, the following rights apply to all patients, including neonates, children, adolescents and adults treated at Sparrow.

These Rights and Responsibilities are posted in public view throughout Sparrow Health System. Copies are given to patients upon admission and distributed throughout the organization to staff members, physicians, volunteers and board members.



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Patient Rights

The Right to Information, Presented in Understandable Terms, at the Time of and During Admission

- You have the right to know about Sparrow's policy of Patient Rights & Responsibilities and Advance Directives.
- You have the right to know how to contact a patient representative in the event you have a question, problem, concern or complaint about any service, the quality of care, your rights and responsibilities as a patient, or the process for review and resolution of the issue presented.
- You have the right to know who is responsible for coordinating and providing your direct patient care.
- You (or your legally designated representative) have a right to information about your medical condition, treatment plan, and prospects for recovery.
- You have the right to know about the existence of any professional relationships among individuals who are treating you.
- You have the right to know about Sparrow's rules and regulations that impact patient care, security, and patient conduct.
- You have the right to know about financial assistance, including the right to receive and examine an explanation of your bill, within the laws and regulations that apply.

The Right to Dignified, Respectful, Considerate Care

- You have equal rights to adequate, appropriate, sensitive, compassionate, personalized care consistent with Sparrow's values, without regard to race, creed, color, national origin, cultural/religious beliefs, gender, age, marital status, handicap, sexual orientation or source of payment.
- You have the right to exercise civil and religious liberties and cultural and spiritual beliefs that do not interfere with the well-being of others. This includes the right to independent personal decisions and the right to the knowledge of available choices.
- You have the right to be free from mental or physical abuse and restraints of any kind unless authorized by a physician to protect you from self-harm or harm to others.
- You have the right to be free from performing services for Sparrow unless such work is part of a documented therapy program.



The Right to Effective Pain Relief

- You have the right to have your pain controlled, which includes receiving pain medication on a timely basis; receiving answers and information about risks, benefits and side effects of pain medication and treatment; and participating in decisions about your pain control, including suggesting changes in management or refusing treatment, if you wish.

The Right to a Reasonable Response to Your Requests

- You have the right to a reasonable response to your needs for treatment and service within Sparrow's capacity, its mission and values, and the laws and regulations that apply.
- You have the right to consideration of your personal, spiritual and cultural values within the limits of the hospital's resources.

The Right to Personal Privacy, Security and Confidentiality of Medical Treatment/Records

- You (or your legally designated representative) have the right to inspect or receive a copy of your medical record upon written request for a reasonable fee.
- You have the right to refuse release of your medical records to any outside person, except when required by law, transferred to another facility, or as required by a third party payer.
- You have the right to have private conversations with your physician(s), attorney or any other person of your choice.
- You have the right to send and receive unopened, confidential, personal mail and to receive assistance in making and receiving personal telephone calls.
- You have the right to accept and refuse to see visitors, except in the case of a physician's order.
- You have the right to request a transfer to a different room if another patient/visitor is disturbing you and another suitable room is available.
- You have the right to personal privacy in treatment and in caring for your personal needs with consideration, dignity and respect for your individuality.



The Right to be Informed of any Human Experimentation or Other Research/Educational Projects Affecting Your Care or Treatment

- You have the right to refuse to participate in treatment without jeopardizing your continuing care.

The Right to Formulate Advance Directives and to Appoint a Representative to Make Health Care Decisions on Your Behalf

- You have the right to receive care, regardless of whether or not you have formulated an advance directive.
- You have the right to have your chosen representative communicate your wishes for medical treatment in the event the you are medically incapable of making your own decisions.



The Right to Make Decisions Involving Your Care, in Collaboration with Your Physician

- You have the right to be treated by the physician of your choice, within the parameters established by Sparrow's Medical Staff Bylaws.
- You have the right to the information necessary to make treatment decisions that reflect your wishes.
- You have the right to accept medical care or refuse treatment and be informed of the medical consequences of refusing.
- You have the right to receive information regarding your continuing health needs and alternatives for meeting those needs, including transfer to another facility, and to be involved in your own discharge planning, if appropriate.
- You have the right to refuse participation in Sparrow's Medical Education Program with residents, nurses and allied health students by making these wishes known to your physician.
- You have the right to appropriate treatment of primary and secondary symptoms that can respond to treatment if treatment is desired by the patient or your designated representative.

The Right to Participate in the Consideration of Ethical Issues that May Arise in Your Care

- You or your designated representative have the right to receive information and education and to participate in consideration of ethical issues through Sparrow's ethics consultation process.

The Right to be Involved in Decision Making Regarding the Withholding of Resuscitative Services and Foregoing or Withdrawing Life-Sustaining Treatment

- You or your designated representative have the right to be involved in decisions regarding the withholding of resuscitative services, foregoing, or withdrawing life-sustaining treatment.



Patient Responsibilities

- You have the responsibility to follow Sparrow's rules and regulations affecting patient care and conduct.
- You have the responsibility to provide a complete and accurate medical history including present complaints, past illnesses, hospital stays, medications and other matters that relate to your health.
- You have the responsibility to ask questions if you do not understand information or instructions about a course of treatment and what you are expected to do.
- You have the responsibility to follow the recommendations, advice and treatment plan prescribed by your physician(s), and to make it known whether or not you understand the consequences of not following the proposed course of treatment as well as the consequences of various other treatment alternatives.
- You have the responsibility to tell your physician(s) and care providers about any problems or concerns you may have or any complications or unexpected changes you experience as a result of the medical treatment you receive.
- You have the responsibility to be considerate of the rights and property of other patients and Sparrow staff and to cooperate in the control of noise, smoking and distractions.
- You have the responsibility to provide accurate and timely information concerning the sources of payment and the ability to meet financial obligations.
- You have the responsibility to provide prompt payment for services billed that are not covered by insurance and to make proper arrangements regarding any outstanding balance.
- You have the responsibility to recognize the effect of lifestyle decisions on your personal health.

Durable Power of Attorney for Health Care

A Durable Power of Attorney for Health Care is a document that a person 18 years or older can use to appoint a trusted friend or relative to speak on their behalf if they lose their communication or decision-making abilities. The appointed friend or relative may make medical choices only when the patient is unable to express medical wishes or make personal medical choices. The choices made by the trusted friend or relative should reflect the patient's wishes.

The "Patient Self-Determination Act" recognizes the rights of patients to make choices concerning their medical care, including the right to accept, refuse or withdraw medical and surgical treatment, and to write advance directives for medical care in the event that they are unable to express their wishes. Patients may appoint a friend or relative who will speak for them and make sure that their wishes are carried out in the event that they cannot speak or make decisions for themselves. This document is referred to as a Durable Power of Attorney for Health Care.





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April 2002