Your Healthcare Team

Many physicians, nurses, and other professional staff members are involved in your care.

Each patient has:

- An attending physician — the doctor primarily responsible for your care.
- Care managers in the inpatient setting — the nurse who coordinates and directs the nursing care.
- In an outpatient setting, medical assistants, nurses, and allied health professionals will assist with your treatment plan. Since Sparrow is a major teaching institution, students and physicians of all phases of training may also be assisting in the delivery of your care.

Your Rights as a Patient at Sparrow

As a patient at Sparrow, you have the rights to information, presented in understandable terms, upon the delivery of care.

Emergency Treatment

You are entitled to immediate treatment to stabilize your condition if you come to the hospital Emergency Department.

Access to Respectful Care

You have the right to access fair treatment in a safe setting, regardless of age, race, creed, sex, personal characteristics, gender identity, sexual orientation, marital status, national origin, cultural or spiritual values, disability, or source of payment. Acculturation, such as those pertaining to service animals, will be honored as outlined by the ADA.

Safety

Patient safety is your priority. As a patient, you have the right to be given care in a safe setting. Everyone at Sparrow has a role in making your healthcare safe. You play a vital role in making your care safer by being active, involved, and informed about your healthcare team.

Your perception of risks to safety and suggestions or ideas for improvement will be heeded and provided to you promptly. Please let your healthcare providers know of all concerns you have. Your suggestions for improvement are always welcome.

You have the right to suggest questions or ideas by calling Patient Experience at 517.364.3935 or 43935 if calling from within Sparrow.

You have the right to know the identity and title of individual providing service and to know if your care is being observed by a student or nurse practitioner, or if a person unrelated to your care is present in your room.

Your healthcare team may include other physicians, resident physicians, physician assistants, and nurse practitioners.

You have the right to be free from seclusion and the use of any restraint that is not consistent with your care. These measures are determined by your physician and used only to prevent injury to yourself or others, and only when alternative, less restrictive measures have been considered.

You have the right to refuse from mental, physical, sexual, and verbal abuse, neglect, and exploitation.

Communication and Visitorization

You have the right to receive adequate information in a way that you can understand.

You have the right to hear or see information in your preferred language if you don’t speak English or are hearing impaired. Translation services are provided free of charge.

You have the right to quick and reasonable response to questions and requests. You have the right to have visitors and to receive telephone calls and written communication from your healthcare providers, your domestic partner (including a same-sex domestic partner), another family member, or a friend, unless the hospital determines that your contact with others’ rights, safety, or medically or therapeutically unsafe.

You have the right to accept and refuse to see visitors, except in the case of a physician’s order.

Privacy and Confidentiality

You have the right to have access, in personal and informational privacy to information in your medical record while your care is being rendered. You have the right to access, in personal and informational privacy to information in your medical record when appropriate.

You have the right to consent to or to refuse to consent to treatment or services. You have the right to request to be informed of the recommended or adherence to the treatment plan recommended by the physician primarily responsible for your care. This may include following the instructions of nurses and other healthcare team members as they carry out your plan of care, implement the responsible physician’s orders, and enforce applicable rules and regulations.

You have the right to sign and date all medical information that is released about your health, including medical information that is disclosed to another party.

You have the right to港語 to your medical record accessed only by individuals for purposes as allowed under the law.

Patient management

You have the right to appropriate assessment and management of pain, which include:

- Information about pain management and pain-relief measures.
- Staff committed to pain prevention and management.
- Health professionals who respond promptly to reports of pain.
- The knowledge that reports of pain will be addressed.

Information and education

You have the right to participate, in consultation with the healthcare team responsible for coordinating and providing your care, in complete and current information about: (To the degree known), treatment, alternatives, risks, and any known prognosis. This information shall be provided in language, terms you can understand. When you are medically advisable, you should be given such information, it should be made available to your legal representative. You should be given personal information.

That is necessary for you to safely continue your care when you leave the hospital.

You have the right to promote recovery and maintain or improve function.

You have the right to help with disease management or symptom progression.

You have the right to help improve outcomes.

You have the right to be informed about life support options, if your legal representative will voluntarily provide informed consent. You will be informed if medically significant alternatives for treatment are available.

You have the right to request treatment. However, your right to make decisions about healthcare does not mean you can demand treatment or services that are medically inappropriate or unnecessary.

Refusal of Treatment

You have the right to refuse treatment or withhold informed consent. Except for emergent, emergency, and life-saving care, you may refuse treatment prior to the start of any procedure or treatment, or both.

Your participation in clinical trials or in the gathering of data for research purposes is voluntary. You have the right to refuse participation at any time in the process.

Advance Directives

You have the right to receive information about advance directives. Advance directives ensure that your treatment preferences are carried out. When your advance directives are presented in a valid format, Sparrow will honor your wishes and retain them in your medical record when appropriate.

The Designation of Patient Advocate (Advance Directives) form includes Directions for Healthcare Decisions and Durable Power of Attorney for Healthcare. For more information, contact your caregiver or call Patient Experience at 517.364.3935 or 43935 if calling from within Sparrow to speak with a Patient Experience Coordinator.

Medical Records

You have the right to see your medical record at a time suitable for you and the staff. Once discharged, you may request and obtain a copy of your medical record by calling 517.253.2405.

You have the right to request changes to your Protected Health Information (PHI).

You have the right to confidentiality, privacy, and security of your records, both physical and electronic. We may not disclose PHI without your permission as described in our Notice of Privacy Practices, for example to coordinate your care or submit a claim to your insurance company.

You have a variety of other rights related to your medical records that are explained in the Sparrow patient handbook. They are: You may retain a copy of the Notice of Privacy Practices by contacting Patient Experience at 517.364.3935 or 43935 if calling from within Sparrow.

Consent

You have the right to details about all items on your bill. Upon request, information concerning financial help will be given to you. If you have a question about billing or insurance, call 517.253.7999.

Your Responsibilities as a Patient

Respect and Consideration

You are expected to participate in the teaching/learning process so that you will acquire and understand the skills and behaviors that promote recovery, maintain or improve function, or manage disease or symptom progression.

Pain Management

If you have an advance directive in a valid format and present it either at registration or in the presence of your healthcare team, it will be retained in your current medical record when appropriate.

You are responsible for informing Sparrow and your healthcare providers if you create an advance directive or update an advance directive. An advance directive is not required to receive treatment, and you may waive your right to make one.

Sparrow will not be able to make an advance directive on your behalf. Michigan state law permits that a proxy may speak for you. The proxy is named in the proxy in the advance directive or in a durable power of attorney. An adult child or majority of adults, a parent, an adult sibling or majority of all siblings, an adult relative who has exhibited special care and concern to the adult or minor, or a court approved surrogate.

Advocacy

If an ethical conflict of an ethical nature arises during your care, you or your legal representative may request an Ethics Consult. You may ask any member of your healthcare team to help you request an Ethics Consult.

Charges

You are responsible for ensuring that your financial obligations for healthcare received are fulfilled in a manner as possible.

Refusing Treatment

You are responsible for your actions if you refuse treatment or do not follow the healthcare team’s instructions.

Personal Property

Sparrow is not responsible for cash, valuables, and personal items you bring to the hospital. If you are an inpatient, please leave all jewelry and valuable and other personal items at home or send them home with family members or a person who is responsible for your property. If they are necessary and upon request, hospital caregivers will contact Security for you to store smaller valuables in the hospital safe.

Your Concerns

If you or your legal representative has a concern about any aspect of your care at Sparrow, you are urged to let us know so we can resolve it promptly. This includes matters such as quality of care (the most direct action), patient safety issues, patient rights and responsibilities, use of restraints, patient billing, delays in care, or by direct mail, addressed to:

Michigan Department of Community Health
The Bureau of Community and Health Systems
P.O. Box 30664, Lansing, MI 48909.
Phone: 517.394.6610
Email: BCHS-Complaints@Michigan.gov

The Joint Commission – Office of Quality and Patient Safety, One Cabot Boulevard, Oakbrook Terrace, IL 60181
Phone: 800.994.6610
Email: CustomerService@JointCommission.org

For patients with Medicare: Livanta LLC, BFCC-QID, 10,820 Guarino Rd., Suite 202, Ann Arbor, Michigan 48105-1105
Phone: 888.324.9300

Nondiscrimination and Accessibility Notice

Discrimination is against the law. Sparrow does not discriminate against any person on the basis of race, color, religion, sex, national origin, age, marital status, sexual orientation, gender identity and/or expression, or disability in patient admission, treatment, or participation in its programs, services, and activities.

Individuals who believe they have been subjected to discrimination should contact Diversity and Inclusion at 517.364.5074.

Interpreter Services

Sparrow provides free and paid services to people with disabilities to communicate effectively with our caregivers, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, and other accessible electronic formats)

Sparrow also provides free language services to people whose primary language is not English, such as qualified interpreters, and important information written in electronic formats.

If you need these services, contact Interpreter Services at 517.364.2400.