

Patient Rights: Framing How to Help your Client Achieve Quality Care

From the Michigan Office of the Attorney General

1. A patient or resident *shall not be denied* appropriate care on the basis of race, religion, national origin, sex, age, handicap, marital status, sexual preference, or source of payment.
2. An individual *may obtain or inspect* his/her medical records and a third party shall not be given a copy without authorization of the patient except as required by law and third party contract.
3. A patient or resident is *entitled* to privacy, to the extent feasible, in treatment and caring for personal needs with consideration, respect, and full recognition of his/her dignity and individuality.
4. A patient or resident is *entitled* to adequate and appropriate care and to receive information about his/her-medical condition unless medically contraindicated by the physician in the medical record.
5. A patient or resident is *entitled* to receive and examine an explanation of his/her bill. Also, he/she is *entitled* to know who is responsible for his/her care.
6. A patient or resident is *entitled* to associate and have private communication with his/her physician, attorney or any other person, and to receive personal mail unopened, unless medically contraindicated. A patient's or resident's civil and religious liberties shall not be infringed and the facility shall encourage and assist in the exercise of these rights.
7. A patient or resident is *entitled* to be free from MENTAL and PHYSICAL ABUSE and from physical and chemical restraints, except those necessitated by an emergency to protect the patient and/or others.
8. A patient or resident is *entitled* to retain and use personal clothing and possessions as space permits. At the request of a patient, a nursing home shall provide for safekeeping of personal property, funds, and other property, except that a nursing home shall not be required to provide for the safekeeping of property which would impose an unreasonable burden on the nursing home.
9. Each patient *shall be provided* with meals which meet the recommended dietary allowances for the patient's age and sex and may be modified according to special dietary needs.
10. A health care facility, its owner, administrator, employee, or representative *shall not* discharge, harass, retaliate or discriminate against a patient because a patient has exercised rights protected by law.
11. A patient or resident is *entitled* to adequate and appropriate pain and symptom management as a basic and essential element of his or her medical treatment.

Attorney General 24-hour Health Care Fraud Hotline: 1-800-24-ABUSE / 1-800-242-2873

Department of Community Health Complaint Hotline: 1-800-882-6006

Complaints can also be directed to the patient relations specialist at various health care facilities.

Encourage clients to be advocates and take an active role in their health. Review the "Ask Me 3 Good Questions for Your Good Health."

What is my main problem?

What do I need to do?

Why is it important for me to do this?

<http://www.npsf.org/for-healthcare-professionals/programs/ask-me-3/>