

How to Handle Your Concerns

We Want You to Be Satisfied

We expect each employee to make your visit as comfortable and pleasant as possible. It is our sincere desire to address and correct any issues that may arise. If you have a concern about any aspect of your care or service, or need further explanation about your rights and responsibilities:

- First, talk to a Munson staff member about it.
- If you still have concerns, ask to speak with the manager.
- If your concern isn't addressed to your satisfaction, call Patient Relations at **(231) 935-5051**, or **5-5051** from a phone within the hospital. On holidays and weekends, call the Switchboard at **(231) 935-5000**, or **"0"** from a phone within the hospital, and ask to speak with a nursing supervisor.

How to File A Complaint or Grievance

You may discuss your concerns with a Munson Patient Liaison at any time. You may file a formal complaint or grievance with Patient Relations, and you can expect an initial response within seven business days. Or, you may also relay issues involving safety or quality of care directly to:

Michigan Department of Community Health Bureau of Health Systems
Division of Operations, Complaint Investigation Unit
PO Box 30664, Lansing, MI 48909
1-800-882-6006
michigan.gov/mdch

You also may notify The Joint Commission:

Office of Quality Monitoring
The Joint Commission
One Renaissance Blvd.
Oak Brook Terrace, IL 60181
1-800-994-6610
complaint@jointcommission.org



MUNSON HEALTHCARE

1105 Sixth Street
Traverse City, MI 49684
(231) 935-5000

munsonhealthcare.org



Munson Medical Center
Patient and Visitor Guide

Improving the Experience: Your Rights and Responsibilities



To Our Patients,

Welcome to Munson Medical Center. I want to assure you that we will do everything possible to make your visit as comfortable, effective, safe, and convenient as possible.

We expect your care to be excellent in every way. During your visit, if you need anything or have any questions, please talk to a Munson staff member.

Munson Medical Center is repeatedly recognized as one of the highest quality hospitals in the nation. We are proud to provide outstanding care and service to the people of northern Michigan. Thank you for trusting us with your care.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Ed Ness'.

Ed Ness
President and CEO
Munson Medical Center
Munson Healthcare

Patient Rights

As a patient, you have the right to:

Access to Health Care

- Impartial access for medical care or accommodations, regardless of race, national origin, religion, physical handicap, or source of payment.
- Treatment.
- Know what patient support services are available, including interpreter services if you do not speak English.

Advance Directives

- Formulate advance directives regarding your health care.
- Receive information about advance directives during preadmission and admission to the hospital.

Clear Explanation of Care

- An explanation of care in order to give informed consent or refuse treatment.

Communication

- Prompt and reasonable responses to questions and requests regarding all health care matters.
- Request notification of a family member or representative and your own physician promptly upon admission to the hospital.

Complaint Resolution

- Express concerns and complaints regarding any violation of your rights through the grievance procedure, and to be made aware of the grievance process through the State of Michigan, Department of Consumer Services.

Confidentiality

- Expect all communications and records pertaining to your health care to be treated as confidential.
- Access the information contained in your medical record within a reasonable time frame.

Financial Information

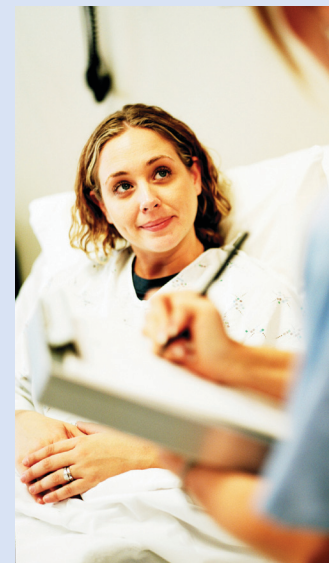
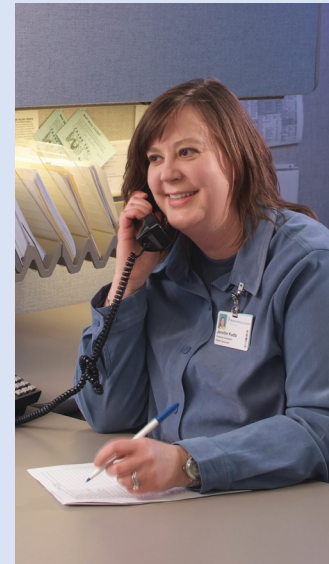
- Financial information about your care.
- Full information and necessary counseling on availability of known resources for your care, which includes a reasonable estimate of charges for medical care, a copy of a reasonably clear and understandable itemized bill and, upon request, have charges explained and to know that Munson Medical Center accepts the Medicare assignment rate.

Know Names

- Know the name of your caregivers.

Pain Management

- Appropriate pain management.



Quality Care

- Quality care and treatment.
- Participate in decisions regarding your health care and treatment plan.
- Refuse treatment to the extent permitted by law and to be informed of the consequences of these actions.

Research Projects

- Know if the hospital or your physician(s) propose to engage in medical research affecting your care.
- Refuse to participate in such research projects.

Respectful Treatment

- Be treated with dignity and respect.
- Be treated in a safe environment.

Rules and Regulations

- Know what facility rules apply to patient and visitor conduct.

Visitors

- Receive or refuse visitors as you choose. Please note: Visitation may be restricted based on clinical necessity; your health care team will inform you if visitation is restricted.

Patient Responsibilities

As a patient, it is your responsibility to:

- Provide accurate and complete medical history about your current condition, including implanted devices and past medical conditions and treatment.
- Ask questions when you do not understand what you have been told about your care, or what you are expected to do regarding your care.
- Follow instructions given by your physician, nurses, and other health professionals as they carry out your physician's orders.
- Report your pain and, if you are uncomfortable, tell your nurse.
- Report any unexpected changes in your condition to your physician(s) and other health care providers.
- Report any safety issues related to your care or the physical environment to your health care team.
- Actively participate in decisions about your medical care.
- Accept responsibility for your actions should you refuse treatment or not follow your physician's orders.
- Ensure that the financial obligations of your hospital care are fulfilled as promptly as possible. Talk with a Munson Financial Counselor if you have any concern about your hospital bill.
- Be respectful of the rights and property of other patients and of hospital personnel.