



Patient Rights and Responsibilities

Patient Rights: As a patient, you have the **right** to:

- take part in your health care and treatment
- know the names of the people caring for you
- be treated with respect and dignity in a safe and private setting
- be informed about your illness and treatment, including options for your care
- change medical providers at Northwest Michigan Health Services, Inc.
- get another opinion about your illness or treatment
- privacy of your health records
- talk with the clinic manager about any questions or problems with your care
- know about services available through NMHSI
- respect for your cultural, social, spiritual and personal values and beliefs
- know about legal reporting requirements
- ask for special arrangements if you have a disability
- ask for help with a living will or durable power of attorney for health care
- refuse treatment, care and services as allowed by law
- know the cost of your care and ways you may pay for your care
- refuse to be included in any research program without limiting medical care or treatment.

Patient Responsibilities: As a patient, you have the **responsibility** to:

- talk openly with your medical team about your illness or problems and tell your team if you are having trouble sticking to your care plan
- ask questions about your illness or care
- follow the health care plan you and your team have talked about and set goals you can reach
- tell your team what is not working so together you can make changes if necessary
- show respect to both care givers and other patients
- cancel or reschedule appointments so that another person may have that time slot
- pay your bills on time
- use medications or medical devices prescribed to you for yourself only
- inform your team if you become worse or you have an unexpected reaction to a medication
- give written permission to release your other health records to NMHSI when necessary
- provide us a copy of your living will or durable power of attorney for healthcare matters.

If you have any questions or concerns, please tell your medical provider or the clinic manager.

NMHSI is proud to serve as your Medical Home where you are the center of your care. We look forward to partnering with you and your family to meet your healthcare needs.

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