

Financial Responsibility

If you have questions or concerns about your financial responsibilities, please contact one of our Patient Account Representatives for assistance. The Patient Accounts Office can be reached by calling either 906.293.9115 or 906.293.9123.

Our Patient Account Representative's offices are located in the hallway connecting the Gibson Family Health Center and the main Hospital facility. Office hours are 8:00am–4:30pm, Monday through Friday.

Payment for services may be made in a number of ways, including:

- Cash – we accept payment by cash, check or money order;
- Credit or Debit cards – HNJH accepts payment with Visa, MasterCard, Discover and AMEX;
- AutoPay – Automatic bank withdrawal

If you are unable to pay for your services in full, ask our Patient Account Representatives about other options or assistance programs.

Your Concerns Are Our Concerns

While you or a family member are being treated at our facility, you may have a concern or need clarification about a specific matter. If so, we encourage you to speak directly to the Hospital employee attending to your needs about what's on your mind. If the matter is not resolved, you should ask to speak with the Department Director.

If no resolution occurs at the departmental level, you should ask to speak with the Hospital's Patient Advocate, who will discuss the matter with you and work to resolve any issues with all parties involved.

The Patient Advocate will listen carefully to your concern and take prompt action to ensure that the matter is resolved as quickly as possible.

To assist the Patient Advocate, you should have all relevant information, including any documentation, available for review.

Patient Advocate

Individuals with concerns should ask to talk to the HNJH Patient Advocate. Our Patient Advocate can be reached during regular business hours by calling 906-293-9223.

If you have a concern about an individual health care professional that cannot be resolved with the help of our Patient Advocate, please contact the Michigan Department of Community Health (MDHC) Bureau of Health Services. They can be reached by calling 800-882-6006.

We Want to Hear from You

Helen Newberry Joy Hospital & Healthcare Center is committed to providing the best possible services to all of our patients.

We welcome your comments. Your input is a valuable source of information for improving our services and we thank you for taking time to let us know what we can do better.

Patients Rights...



& Responsibilities

and other helpful patient, family and advocate information.

As a health care facility concerned with meeting your needs as well as the needs of the community, Helen Newberry Joy Hospital & Healthcare Center and Medical Staff have adopted the following list of Patient Rights and Responsibilities.

Your Rights as a Patient

- Considerate and respectful care.
- Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and non-physicians who will see him/her.
- Receive information from his/her physician about his/her illness, his/her course of treatment and his/her prospects for recovery in terms that he/she can understand.
- Receive as much information about any proposed treatment or procedure as he/she may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternative course of treatment or non-treatment and the risks involved in each and to know the name of the person who will carry out the procedure and treatment.
- Participate actively in the decisions regarding his/her medical care. To the extent permitted by law, this includes the right to refuse treatment.
- Full consideration of privacy concerning his/her medical care program. Case discussion consultation, examination and treatment are confidential and shall be conducted discretely. The patient has the right to be advised as to the reason for the presence of any individual.
- Confidential treatment of all communications and records pertaining to the patient's care and stay at Helen Newberry Joy Hospital & Healthcare Center. His/her written permission shall be obtained before his/her medical records can be made available to anyone not directly concerned with his/her care.

- Reasonable responses to any reasonable requests he/she may make for service.
- Provision of care in a safe setting.
- Leave Helen Newberry Joy Hospital & Healthcare Center even against the advice of his/her physician.
- Reasonable continuity of care and to know in advance the time and location of appointment as well as the physician providing the care.
- Be advised if hospital personnel/physicians propose to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects.
- Be informed by his/her physician or delegate of his/her physician of the continuing healthcare requirements following his/her discharge from Helen Newberry Joy Hospital & Healthcare Center.
- Examine and receive an explanation of his/her bill regardless of payment source.
- Have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- Each patient shall have a written copy of these patient's rights in English made available to them as a portion of the general information packet supplied to each patient.
- An individual who is or has been a patient, or a person authorized in writing by such individual, is entitled to inspect, or receive for a reasonable fee, a copy of his/her medical record upon request. Records shall be made available within 30 days after the receipt of the written request. A third party shall not be given a copy of the patient's medical record without prior authorization of the patient.
- A patient is entitled to be free from mental, verbal, sexual, and physical abuse and/or harassment, including corporal punishment or involuntary seclusion.
- A patient is entitled to exercise his/her rights as a patient and a citizen, and to this end may present

grievances or recommend changes in the policies/services on behalf of himself/herself or to others to the facility staff, to governmental officials, or to another person of his/her choice within or outside the facility, free from restraint, interference, correction, discrimination, or reprisal.

- A patient may receive visitors of their choosing.

Your Responsibilities as a Patient

- The patient has the responsibility to provide accurate and complete information concerning his/her present complaints, past medical history, and other matters relating to his/her health.
- The patient is responsible for making it known whether he/she clearly comprehends the course of his/her medical treatment and what is expected of him/her.
- The patient is responsible for keeping appointments and for notifying Helen Newberry Joys Hospital & Healthcare Center or physician when he/she is unable to do so.
- The patient is responsible for his/her actions should he/she refuse treatment or not follow his/her physician's offers.
- The patient is responsible for assuring financial obligations of his/her hospital care are fulfilled as promptly as possible.
- The patient is responsible for following hospital policies and procedures.
- The patient is responsible for being considerate of the rights of other patients and hospital personnel.
- The patient is responsible for being respectful of his/her personal property and that of other persons in Helen Newberry Joy Hospital & Healthcare Center.

Advance Directives

Advance Directives are legal papers that tell us what you want to happen if you cannot make your own decisions about your care. These papers can include a Durable Power of Attorney for Health Care (DPOA for HC), a Do-Not-Resuscitate

Declaration (DNR Declaration) or a Physician Orders for Scope of Treatment (POST) form.

You have the right to have your advance directives followed if they are available. If you advance directives are not available and you cannot speak for yourself, emergency life-saving treatment will be provided until your wishes are known. Please ask for help with advance directives if needed.

Visitors

You have the right to decide if you want visitors, such as your spouse, your domestic partner (including your same-sex domestic partner), another family member or a friend.

Helen Newberry Joy Hospital will not restrict, limit or deny visitation privileges based on race, color, national origin, sex, religion, sexual orientation, gender identity, or disability of either the patient or the patient's support person (where appropriate), or the patient's visitors (including individuals seeking to visit the patient).

Using best clinical judgment, the Charge Nurse will determine whom/how many visitors will be allowed to see the patient without causing detriment to the patient's condition or care and will determine when visitation would interfere with the care of the patient an/or other patients.

Limiting visitation will be considered if any of the following apply:

- the patient is undergoing care interventions
- presence of infection control issues
- visitation may interfere with the care of other patients
- existence of court orders restricting contact (of which the hospital has been made aware)
- disruptive, threatening or violent behavior of any kind
- the patient's need for privacy or rest
- a need for limitation on the number of visitors during a specific time period.
- a need for a minimum age requirement for a child. Children may visit if they are accompanied by an adult, are quiet, and stay in the patient's room.