

Wayne County Healthy Communities

Patient Rights and Grievances

Effective Date
Revision Date

Section Number
Policy Number

Authorization _____

POLICY: WCHC will recognize the following patient rights through our patient care delivery and operations, and will take reasonable steps to communicate patient rights clearly to patients verbally and through brochures and signage.

WCHC will actively inform patients about opportunities to provide feedback. WCHC will make a Patient Comment and Complaint Form available to all patients, in addition to a patient comment voicemail line. WCHC will respond to patient comments and grievances in a timely manner.

RECOMMENDED GUIDELINES:

Grievance Procedure

If a patient expresses a complaint or grievance in person or on the phone, an WCHC staff member will attempt to resolve the issue immediately. Staff members may solicit the assistance of their manager or director to assist them if needed.

Patients will also have access to two additional ways of sharing comments or complaints: the Patient Comment and Complaint Form, and the patient comment voicemail.

Patient Comment and Complaint Form Procedure

- Site managers will ensure that each site has copies of the form available for patient use, upon request.
- Completed forms should be submitted to the CEO for processing.
- The CEO will log the comment/complaint in a database, and communicate with the appropriate supervisor or committee to address the issue at hand.

Patient Comment Voicemail Line Procedure

- Patients may call 555-555-5555 at any time to express a comment or complaint.
- The CEO will check this voicemail line regularly.
- The CEO will log the comment/complaint in a database, and communicate with the appropriate supervisor or committee to address the issue at hand.

Patient Rights

Civil Rights

1. Patients have the right to considerate and respectful treatment in an environment free from harm.

2. Patients seeking services shall not be denied, suspended or terminated from services for exercising these patient rights.

Non-Discrimination

1. Patients have the right to receive services regardless of age, sex, race, creed, color, religion, ethnic origin, ancestry, marital status, physical or mental disability, gender preference, veteran status or criminal record.
2. No recipient of services is presumed legally incompetent except as determined by a court.
3. Patients have the right to present any complaint or grievance on matters pertaining to services received, or any perceived or actual violation of rights.

Treatment

1. It is both the patient's right and responsibility to be informed of available treatment options, and make individual choices regarding his/her care plan. When legally appropriate, a recipient's nearest kin or guardian shall be involved in the treatment/service plan.
2. Patients may refuse treatment at any time, and patients have the right to be informed of the consequences resulting from the refusal of treatment.

Privacy and Confidentiality

1. Patients will receive confidential treatment; all patient records and information are protected by federal law.
2. Patient information released to other sources requires the patient's written consent. Patient records can be subpoenaed by court order and does not require your signature for release of information.
3. Patients have the right to review, and obtain a copy of your clinical record in accordance with federal law.

APPROVED:

CHIEF EXECUTIVE OFFICER

DATE

