

Patient Responsibilities

1. Patients are responsible for providing accurate and complete information about their health status, medical history, illnesses, existing allergies, symptoms, visits with specialists, recent test results, emergency room visits, hospital admissions, use of prescribed, nonprescribed or herbal medicine and other matters of care.
2. Patients are responsible for communicating with their provider and/or care team when:
 - Information or instructions are unclear or not understood.
 - If patients believe they cannot follow through with their treatment plan.
3. UGL works to provide care efficiently and fairly to all patients. Patients and visitors are responsible for their behavior, the privacy of other patients and being considerate of the needs of other patients as well as staff. UGL has a zero tolerance policy for abusive or disrespectful behavior.
4. Patients are responsible for providing information for insurance and for working with the health center to arrange payment.
5. Patients are responsible for payment of their bill and/or any co-pays. If a check is returned, patients may be responsible for costs associated with insufficient fund fees and all applicable collection costs.
6. Patients are responsible to:
 - report and describe any pain they are experiencing.
 - work with provider and health care team to develop a pain management plan.
 - assist in evaluating and communicating the effectiveness of their treatment plan with their provider and health care team.
7. Patient health depends on all health care related services received as well as decisions patients make in their daily life. Patients are responsible for recognizing the affect lifestyle choices have on their personal health.

Advance Medical Directives

It is the policy of Upper Great Lakes Family Health Center to inform patients of their right to have an ADVANCE MEDICAL DIRECTIVE if they so desire.

An advance medical directive allows patients to make decisions about their future medical care. It allows them to appoint and designate someone to make sure their wishes are followed if they become unable to do so.

It is the right of all patients with an advance medical directive to have their decisions followed. In the event, a patient’s provider would not agree to follow the patient’s decisions the health center will ensure that another provider will assume responsibility for the patient’s care.

If patients have already completed an advance medical directive, it is their responsibility to provide the health center with a copy for the patients medical record. If patients do not have an advance medical directive they can ask a member of their care team for more information. UGL will be happy to provide the necessary information.

A health center serves many purposes. Health centers work to improve people’s health; treat people with injury and disease; educate doctors, health professionals, patients and community members; and improve understanding of health and disease. In carrying out these activities, this institution works to respect your values and dignity.

To place a complaint or report a concern or conflict, please contact us at:

Upper Great Lakes Family Health Center
 Attn: Chief Operating Officer
 506 Campus Drive
 Hancock, MI 49930
 (906) 483-1705



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www.uglhealth.org

Upper Great Lakes Family Health Center (UGL) is a Federally Qualified Health Center and is a Federal Tort Claims Act (FTCA) Deemed Facility.

UGL receives funding from The U.S. Department of Health and Human Services and has Federal Public Health Service deemed status with respect to certain health or health-related claims, including medical malpractice claims for itself and its covered individuals.

Scan the QR code with your mobile device’s camera to view this brochure on your phone or tablet!



Patient Rights & Responsibilities



Effective health care requires patients, physicians and health care professionals to work together as a team. Open and honest communication, respect for personal and professional values and sensitivity to differences are important in providing the best possible patient care.

Upper Great Lakes Family Health Center (UGL) is committed to understanding and respecting the rights and responsibilities of patients, their families, providers and other caregivers. The Health Center respects the role of patients in decision making about treatment choices and other aspects of their care.

UGL is sensitive to cultural, racial, linguistic, religious, age, gender and other differences as well as the needs of persons with disabilities. UGL treats all patients regardless of their ability to pay for services.

Providing exceptional health care services for all people in the Upper Great Lakes region regardless of their ability to pay.

Patient Bill of Rights

1. Patients have the right to considerate and respectful care. Patients have the right to expect that health center staff will treat them with dignity and respect.
2. Patients—and when appropriate, their family or designated others who are involved in the patient's care—have the right to know and are encouraged to obtain relevant, current and understandable information concerning diagnosis, treatment, prognosis and outcomes of care from providers and other direct caregivers.

Patients are entitled to discuss and request information related to specific procedures and/or treatments, risks involved, possible length of time to heal and clinically reasonable alternatives and their accompanying risks and benefits, except in emergencies, when patients lack decision-making capacity and the need for treatment is urgent.

Patients have the right to know the names and qualifications of providers, nurses and others involved in their care, as well as when those involved are students, residents or other trainees.

3. Patients have a right to effective pain management through the development of an individualized pain management plan with their clinical practitioners.
4. Patients are entitled to dignity and support during end of life care.
5. Health care institutions must advise patients of their rights under state law and health center policy to make informed healthcare choices. Patients have the right to make decisions about their plan of care prior to and during the entire course of treatment.

Patients have the right to refuse any recommended treatment or plan of care to the extent permitted by law and health center policy, and to be informed of the consequences of these actions. In case of such refusal, patients are entitled to other appropriate care and services the health center provides or to be transferred to another health care facility that can better meet the patient's needs. The health center should notify all patients of any policy that might affect patient choice within the institution.

6. Patients have the right to formulate an Advance Directive, a health care proxy or durable power of attorney for health care designating a surrogate decision maker to make informed health decisions for the patient only if the patient is unable to make decisions. If patients have an Advance Directive, the health center will include that information in the patient's records. If they do not, patients will be given the appropriate information if they desire. Patients have the right to timely information about any health center policy that may limit its ability to implement fully a legally valid Advance Directive.
7. Patients have the right to every consideration of privacy. Case discussions, consultation, examination, treatment and uses and disclosures of their health information should be conducted so as to protect each patient's privacy in accordance with state and federal law.
8. Patients have the right to expect reasonable safety, as far as the health center practices and environment are concerned.
9. Patients have the right to expect that, within its capacity and policies, a health center will make a reasonable response to the request of all patients for appropriate and medically indicated care and services.

10. Patients have the right to ask and be informed of the existence of business relationships among the health center, educational institutions, other health care providers or payers that may influence patient's treatment and care.
11. Patients have the right to consent or decline to participate in proposed research studies or human experimentation affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to consent. Patients who decline to participate in research or experimentation are entitled to the most effective care the health center can otherwise provide.
12. Patients have the right to review and receive records pertaining to their care, and to have the information explained or interpreted as necessary, except when restricted by law.
13. Patients are entitled to confidential use and disclosure of all of their health care information. Patients who are, or have been a patient of UGL are entitled to inspect or to receive for a reasonable fee, a copy of their medical records upon request. In very limited specific circumstances, UGL may deny their request. Patients may request a review of this decision. Patients may also request to make an amendment to their medical record and have it acted upon within 60 days.
14. Patients have the right to expect that all communications and records pertaining to their care will be treated as confidential, and will not be shared by the health center without the patient's consent in accordance with state and federal law, except in cases such as suspected abuse or neglect, when reporting is permitted or required by law.
15. Patients have the right to be informed of the health center's charges for services and the available payment methods.

16. Patients, their family and/or designated others who are involved in the patient's care have the right to participate in any discussion of ethical issues surrounding their care. The UGL Quality Committee may be consulted regarding review of ethical concerns.

17. Patients have the right to be informed of health center policies and practices that relate to patient care, treatment and the use and disclosure of all their health care information. Patients have the right to be informed of all available resources for resolving any breach of confidentiality, disputes, conflicts or grievances.

Patients, their family and/or designated others who are involved in the patient's care, sharing a concern or a complaint will continue to be eligible for quality health care services. Patients should first discuss concerns with their provider, nurse or other caregiver. If concerns are not resolved, patients are encouraged to contact the Chief Operating Officer at 906-483-1705.

Formal written complaint or grievance may be sent to the UGL Chief Operating Officer at 506 Campus Drive, Hancock, MI 49930. Patients can expect an initial response within seven business days of receipt of the written request.

Patients, their family and/or designated others who are involved in the patient's care may also lodge a grievance with the State of Michigan Department of Community Health by calling 1-800-882-6006; or writing the Bureau of Health Services, PO Box 30670, Lansing, MI 48909-8170.