

Filing a Complaint

DCHS believes that you have the right to have your concerns addressed quickly and efficiently. Most times a concern may be addressed by the staff member(s) present. The DCH Patient Advocate is also available to assist if at any time you feel you are not being treated in a fair and concerned manner.

You may reach the Patient Advocate at:

Patient Advocate

Dickinson County Healthcare System
1721 South Stephenson Avenue
Iron Mountain, MI 49801
(906) 776-5434

The Michigan Department of Licensing and Regulatory Affairs investigates complaints against healthcare facilities that fail to deliver services as required by state and federal laws.

The Michigan Department of Licensing and Regulatory Affairs investigates complaints against healthcare facilities that fail to deliver services as required by state and federal laws. Anyone may file a complaint by:

- Submitting the Online Complaint Form at:
<http://www.michigan.gov/bhcs>
- Phone: (517) 241-4712 or Toll free: (800) 882-6006
- Fax: (517) 241-0093 (for resident / patient complaint forms only)
- Write complaints to:

Department of Licensing and Regulatory Affairs
Bureau of Health Care Services
Facilities Complaint and Investigation Section
P.O. Box 30664
Lansing, MI 48909

The Joint Commission



Accreditation by The Joint Commission is recognized nationwide as a “symbol of quality” that indicates certain performance standards are met. Because these standards reflect state-of-the-art performance expectations, hospitals that meet these standards prove their ability to provide quality patient care.

If you wish to contact The Joint Commission regarding your stay, the contact information is as follows:

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

Fax: 630-792-5636
E-mail: complaint@jointcommission.org
Phone: (800) 994-6610

Dickinson County Healthcare System

1721 S. Stephenson Ave., Suite 305
Iron Mountain, MI 49801



FOR THE COMMUNITY **WE LOVE**

PATIENT SERVICES

Patient Rights and Responsibilities

DICKINSON
COUNTY
HEALTHCARE
SYSTEM

DCH





Dickinson County Healthcare respects the right of the patient. We recognize that you are individual with unique needs and because of the importance of respecting each patient's personal dignity, DCH will provide considerate, respectful care focused upon the patient's individual needs.

DCH affirms the right of the patient or his/her designated representative to make decisions regarding his/her medical care, including the decision to discontinue treatment to the extent permitted by law.

DCH will assist the patient in the exercise of his/her rights and inform the patient of any responsibilities incumbent upon him/her in the exercise of those rights.

DCH recognizes that a personal relationship between the physician and the patient is essential for proper medical care.

Advance Directives

You have the right to have an Advanced Power of Attorney) that appoints a person of your choosing to be your voice if you cannot speak for yourself.

Several staff members may ask if you have an Advanced Directive. A copy of the Advanced Directive will be come a legal part of the Medical Record.

Patient Rights

- The right to kind and respectful care in which the patient's individual physical, emotional, social, and spiritual needs are considered regard-less of race, creed, sex, national origin, or sources of payment.
- The right to appropriate assessment, education, and management of pain.
- The right to participate in all decisions about your care.
- The right to be listened to.
- The right to all information about your health problem and treatment within the extent permitted by law.
- The right to get information in a manner that meets your needs.
- The right to formulate Advanced Directives and appoint a representative to make health care decisions on your behalf to the extent permitted by law.
- The right to privacy and confidentiality.
- The right to know if something goes wrong with your care.
- The right to voice complaints without fear of compromised care.

Patient Responsibilities

- The responsibility to provide accurate and complete information to staff and to report any unexpected changes in condition.
- The responsibility for making it known whether he/she clearly understands what is expected from him/her. Ask questions.
- The responsibility to be co-operative. To include following the instructions of staff.
- The responsibility for assuring that financial obligations are fulfilled as promptly as possible.
- The responsibility of following hospital rules and regulations, being considerate of other patients and hospital staff, being respectful of property of others, and not smoking.
- The responsibility of reporting any wrongdoing.

