

TCMCC ensures that all residents are given full and equal visitation privileges, consistent with the preferences the resident has expressed concerning visitors, and within the reasonable restrictions that ensure the safety of our residents.

TCMCC will provide education on safe internet practices and encourage residents to protect personal information from unauthorized solicitation and make TCMCC aware of any concern of possible fraud attempts in the community such as phone calls or emails requesting personal information.

**The TCMCC Compliance Hotline is:
833-605-2505**

Your local Ombudsman: April Crumby

1.989.450.8632,
crumbya@region7aaa.org

Or The Michigan Long Term Care Ombudsman Program located in Lansing
1.866.485.9393 MLTCOP@meji.org

Other agencies can also help you protect your rights.

The Michigan Department of Consumer and Industry Services (MDCIS) is responsible for enforcing Michigan and federal nursing home laws.

Bureau of Community and Health Services
PO Box 30664
Lansing, MI 48909

Phone: 1.800.882.6006

BCHS-complaints@michigan.gov

Michigan Attorney General
Health Care Fraud Division

PO Box 30218

Lansing, MI 48909

Phone: 1.800.242.2873

To report problems on Medicaid bills or payments, call or write:

Michigan Department Of Community Health
Medical Services Administration Bureau of
Medicaid Operations

PO Box 30479

Lansing, MI 48909-7979

Medicaid Helpline: 1.800.642.3195

For free help with Medicare/Medicaid claims:
Michigan Medicare/Medicaid Assistance Program
Phone: 1.800.803.7174

mmapinc.org

MISSION STATEMENT

The purpose of Tuscola County Medical Care Community is to facilitate a care-partnership with residents and families that enhances the quality of life for all we serve. Further, to maintain a level of excellence among our staff, exercise financial responsibility and adapt to the everchanging needs of life's continuum.

VISION STATEMENT

Tuscola County Medical Care Community will be the model for extended care services in the State.

Thank you for allowing TCMCC the opportunity to be a partner in your care.

**TUSCOLA COUNTY
MEDICAL CARE
COMMUNITY**

Resident Rights & Responsibilities



Tel: (989) 673-4117

Resident Rights

As a resident of a Michigan Nursing Home you have the right...

- To be treated with dignity and respect.
- To be safe from harm.
- To receive services in a reasonable manner in order to accommodate your own individual needs and preferences.
- To receive treatment for your physical and mental problems.
- To receive adequate and appropriate care.
- To complete information about your medical condition and care plan.
- To choose your personal attending physician.
- To help plan your treatment and discharge.
- To be free from physical or drug induced restraints, which are not required to treat your medical symptoms.
- To refuse treatment and be told of the possible consequences if you refuse.
- To issue instructions about your future medical treatment or to appoint a "patient advocate" to make such decisions for you.
- To handle and administer your own medication unless the nursing home staff determines that it would not be safe.
- To meet privately with your significant other.
- To live in a clean place.
- To regular, private use of a telephone.
- To privacy during treatments or when attending to your personal needs.
- To see visitors you want to see.

- To participate in social, religious, and community activities.
- To keep and use personal clothing and possessions, including some furnishings, as space permits.
- To a safe place to keep your valuable possessions.
- To keep and manage your own money.
- To have the nursing home keep and manage up to \$5,000 of your money for you.
- To return to your facility following a hospital stay.
- To have information about you kept private.
- To adequate and appropriate pain and symptom management as a basic and essential element of your medical treatment.
- To inspect and copy your personal and medical records.
- To be informed of your rights.
- To meals that meet your needs.
- To advanced notice before your room or roommate is changed.
- To complain about the care you are receiving.
- To send and receive personal mail unopened the day the nursing home receives it.
- To written notice of all services available in the home and their cost.
- To information from the nursing home on how you can get help to pay for your care.
- To receive a copy of your nursing home's rules about resident care and conduct.
- To review the most recent state or federal inspection reports of your nursing home and the home's plan of correction.
- To meet with other residents and residents' families in the home to discuss nursing home issues.



You have the right to not be transferred or moved from the nursing home unless:

- The transfer is required for medical reasons.
- Your health or welfare or that of other residents or employees is in danger.
- You do not pay your nursing home bill.
- The nursing home closes or is no longer approved by Medicare or Medicaid.



Resident Responsibilities

As a resident in a Michigan Nursing Home you are responsible...

- For following the rules and regulations affecting resident care and conduct.
- For providing a complete and accurate medical history.
- For making it known whether he or she clearly comprehends a contemplated course of action and the things he or she is expected to do.
- For following the recommendations and advice prescribed in a course of treatment by the physician.
- For being considerate of the rights of other residents and health facility personnel and property.
- for providing the health facility with accurate and timely information concerning his/her sources of payment and ability to meet financial obligations.