



## Patients Rights Under Medicare

- To receive all hospital care necessary to their diagnosis and treatment
- To be fully informed about decisions affecting their Medicare coverage
- To appeal any written notice that Medicare will no longer pay for their care

If patients have questions about their condition, treatment, need for more care or discharge date, they should talk with their physician.

If patients think they're being asked to leave the hospital too soon:

- They should ask the hospital for written notice of explanation immediately
- If he/she wants to appeal, he/she should do so immediately to the area Peer Review Organization

### **Peer Review Organization**

Michigan Peer Review Organization  
40500 Ann Arbor Road, Suite 200  
Plymouth, Michigan 48170-4495  
(313) 459-0900  
1-800-365-5899

## Patient Advocate Information

Patients are our primary concern and we want to make their stay at Scheurer Hospital as pleasant as possible. At any time during his/her stay, if the patient has problems or concerns about their care, meals or room, please inform either: Acute Care Unit Manager or Administration (dial either 5240 or 5201 on his/her telephone). The identified concern/problem will be looked at by the appropriate member of our healthcare team.

If the patient would like to file a concern about patient abuse, neglect or misappropriations of a patient's property in the facility, he/she may contact either of the following:

### **Michigan Department of Consumer & Industry Services Bureau of Health Systems**

**Complaint Intake**  
P.O. Box 30664  
Lansing, MI 48909  
(800) 882-6006

### **Citizens for Better Care (Area Ombudsman's Office)**

808 N. Michigan Avenue  
Saginaw, MI 48602  
(989) 754-9017  
(800) 284-0046

or

### **To report fraud against Medicaid Program: Michigan Department of Community Health**

Office of Inspector General  
PO Box 30479  
Lansing, MI 48909  
(855) 643-7283