

Uburenganzira n'inshingano by'abarwayi

Muri Corewell Health, tugamije guha buri murwayi n'umuryango we serivisi nziza kandi z'umwihariko. Turashaka gufatanya namwe kugira ngo tubizeze ko mubona ubuvuzi bufite ireme kandi bwihariye.

Abarwayi bafite uburenganzira bwo kwitabwaho, kubahwa, kubona ubuvuzi bwihariye, bufite ireme

- Ko abatanga serivisi z'ubuvuzi muri Corewell Health bazakira, bakubaha kandi bagaha serivisi abantu bose batagendeye ku bwoko, ku ibara ry'uruhu, ku gitsina, ku irangamimerere y'igitsina n'ururimi, ku gihugu cy'inkomoko, ku idini, ku bumuga, ku kigero cy'ubukure, ku byerekeye VIH, ku mahitamo y'imiterere y'igitsina, ku bwoko cyangwa ku nkomoko y'ubwishyu bwa serivisi cyangwa ibindi bigenderwaho ibyo ari byo byose bitemewe n'amategeko ya Leta zunze Ubumwe za Amerika, haba ku rwego bwite rwa Leta cyangwa ku rw'Inzego z'Ibanze. Abarwayi bazavurwa mu buryo bugendanye n'igitsina cyabo.
- Buri gihe, serivisi zabo z'ubuvuzi zigomba gutanganwa ubunyamwuga kandi mu buryo bubahesha icyubahiro.
- Serivisi z'ururimi rw'amarenga n'iz'indimi zivugwa zitangirwa ubuntu, iyo umurwayi afite ubumenyi buke mu Cyongereza cyangwa afite ubumuga bwo kutumva.
- Kuvura, serivisi no gutanga taransiferi mu gihe bikenewe. Nitutabasha gukemura ibibazo by'ubuvuzi ku murwayi, tuzamutegurira taransiferi imujyana ku kindi kigo cy'ubuvuzi. Taransiferi zizakorwa gusa mu gihe umurwayi azaba yahawe amakuru yuzuye ku mpamvu taransiferi ari ngombwa kandi akazaba yabanje guhabwa andi mahitamo y'ubuvuzi mu gihe yaba ahisemo kutoherazwa ahandi. Ivuriro ryakira umurwayi rigomba kwemera taransiferi.
- Imbaraga zose zizakoreshwa mu gutanga ubuvuzi burimo guhumurizwa/gusengerwa mu gihe byaba byifujwe n'Umupasitoro w'umurwayi, Padiri, Rabi w'umurwayi, Uwihaye Imana uhora mu Mwiherero cyangwa n'undi muyobozi mu idini cyangwa n'Ushinzwe Serivisi z'Ubuuzi zishamikiye ku myizerere muri Corewell Health, mu gihe abonetse.
- Gusobanurirwa uko ikirego gitangwa no gukemura ibibazo, intonganya n'amakimbarane. Ibyibanze birimo serivisi nk'iy'Imibanire n'Abarwayi, Akanama k'Imyitwarire n'izindi nzego zigenzura nkuko ziteganywa n'amategeko.
- Kugira ubushobozi bwo gukoresha serivisi zo kurengera n'iz'ubuvugizi mu gihe bikenewe.
- Kumenyasha byihutirwa ugize umuryango cyangwa ubahagarariye bihitiyemo na muganga wabo ko bashyizwe mu bitaro.
- Uburyo bungana bwo kugera ku itumanaho no ku ikoranabuhanga rya mudasobwa ku bantu bafite ubumuga.

Abarwayi bafite uburenganzira bwo guhabwa amakuru ku itsinda ry'abashinzwe ubuvuzi na serivisi zabo z'ubuvuzi.

Umurwayi ashobora kwizera ko itsinda ry'abaganga rizamuhaha:

- Ibisobanuro birambuye ku nkomoko n'ubwoko bw'uburwayi no ku buryo bwo kubuvura.
- Amakuru yerekeye ubuvuzi cyangwa uburyo bwihariye, harimo ibyiza n'ibibi byabwo, hamwe n'uburyo buboneye

bwa kiganga kuri ubwo buvuzi.

- Amazina n'urwego rw'umwuga rwa muganga ushinzwe guha serivisi umurwayi, hamwe n'amazina n'inzego z'abandi batanga serivisi z'ubuvuzi.
- Ibyavuye mu buvuzi, harimo ibitari byitezwe, bitanzwe n'abaganga babo cyangwa ababahagarariye.
- Kugera ku ifishi yabo y'ubuvuzi. Umurwayi arashishikarizwa gusuzumana ifishi ye y'ubuvuzi ari kumwe na muganga we cyangwa umuhagarariye. Umurwayi kandi afite uburenganzira bwo gusaba no guhabwa kopi y'ifishi ye bwite y'amakuru y'ubuvuzi ku giciro kiri mu rugero.
- Ifishi y'ubuvuzi cyangwa andi makuru bwite y'ubuzima bw'umuntu ahabwa abandi bantu gusa mu gihe byemejwe n'umurwayi (uretse mu rwego ruteganywa cyangwa rwemewe n'amategeko ku mpamvu z'ibikorwa by'ubuvuzi, ku kiguzi cyangwa ku bikorwa bya serivisi z'ubuzima).

Abarwayi bafite uburenganzira bwo gufata ibyemezo byerekeye ubaha serivisi z'ubuvuzi wabo bwite

Umurwayi cyangwa umuhagarariye wemejwe n'amategeko ashobora kwitega ko:

- Kugira uruhare no gufata ibyemezo kuri serivisi z'ubuzima bwabo bwite no ku itegurwa rya serivisi z'ubuvuzi.
- Gukangurirwa kugira uruhare rugaragara muri serivisi zireba ubuzima bwabo nk'ingamba z'umutekano w'abarwayi.
- Kugira amahitamo yo kwemera cyangwa kwanga serivisi z'ubuvuzi ku rugero rwemewe n'amategeko no kumenyeshwa ingaruka ku buvuzi zaterwa n'ibyo byemezo.
- Amahirwe yo kuzaza Urupapuro Mbanzira rw'Amabwiriza no kumenya ko ruzakurikizwa ku rugero rwemewe n'amategeko. Biramutse bisabwe, ibitaro n'itsinda ry'abatanga serivisi z'ubuvuzi bashobora gufasha umurwayi gutegura Urupapuro rw'Amabwiriza Mbanzira.
- Kugira uburenganzira bwo kumva igitekerezo cya kabiri cy'undi muganga, abyisabiye ubwe kandi yabyishyuriye.
- Kugisha inama cyangwa gusaba igitekerezo Akanama k'Imyitwarire.
- Gufata ibyemezo byo kwinjiza cyangwa kutinjiza uwo ari we wese mu bagize umuryango cyangwa abagize umuryango bese cyangwa abandi bantu ba hafi mu kugira uruhare muri serivisi zabo z'ubuvuzi.
- Kubona amakuru arebana n'uburyo bwo kwita ku barwayi begereje igihe cy'urupfu.
- Igisobanuro cy'inyemezabwishyu, cy'ubufasha bw'amafaranga n'icy'uburyo bw'imyishyurire. Abarwayi kandi bafite uburenganzira bwo guhabwa kopi ya fagitire, hatitawe kumenya uzayishyura.

Abarwayi bafite uburenganzira bwo kuba mu mutuzo n'umutekano itegeko rya Leta ya Michigan rya Gahunda ku Barwayi bagenerwa Indyo Yihariye ijyanye n'Ubuzima bwabo yagenwe na Leta.

Bashobora kwitega ibi:

- Guherwa serivisi z'ubuvuzi ahantu hizewe, hatekanye kandi hadafite kirogoya, hatarangwa n'ihohoterwa cyangwa itotezwa. Ibinyabutabire cyangwa ibibujijwe ku mubiri ntibizakoreshwa, uretse mu gihe cy'ubutabazi bwihuse kugira ngo umurwayi cyangwa abandi bantu barindwe.
- Kugenda bamenyeshwa amasuzuma akomeza y'ububabare bwabo no kugira uruhare muri gahunda zo

kwita ku bubabare.

Umurwayi ashobora kwitega ko:

- Kugira amakuru ku bubabare n'uburyo bwo kubworoshya.
- Umukozi ushinzwe gukumira ububabare.
- Abanyamwuga mu by'ubuvuzi batabara byihuse mu gihe hagaragajwe ububabare.
- Guhabwa serivisi z'ubuvuzi mu buryo bwubahiriza icyubahiro cy'umurwayi hakoreshwa ahantu hihariye n'imyambaro ijyanye n'ubuzima barimo.
- Kubwirwa imiterere y'ubushakashatsi buteganijwe no kugira uburenganzira bwo kwemera cyangwa kwanga ubwo buvuzi bitagize ingaruka ku buvuzi asanzwe ahabwa.
- Kwemeza amazina yabo n'amatariki y'amavuko binyuze mu igenzura rikoresheje amaso (Indangamuntu cyangwa izindi nyandiko) n'iyemerwa mu magambo mbere y'igikorwa icyo ari cyo cyose cy'ubuvuzi cyangwa ubufasha bw'ubuvuzi bihabwa umurwayi.
- Guhabwa amakuru ku buryo bwo kuvuga ibibabangamiye, harimo ibyerekeye umutekano no gushishikarizwa kubikora nta kwihorera kurimo.

Abarwayi bafite uburenganzira ku buzima bwabo bwite no ku kubikirwa ibanga.

Bashobora kwitega ibi:

- Kugira ibanga ku buzima bwabo bwite, harimo ibanga ku makuru y'ubuvuzi bwabo bwite.
- Kugira uburenganzira bwo kwanga kuvugisha cyangwa kubonana n'umuntu uwo ari we wese udafite aho ahuriye n'ibitaro mu buryo bwemewe. Aba barimo abashyitsi cyangwa abandi bantu badatanga serivisi z'ubuvuzi mu buryo butaziguye.
- Kugira uburenganzira bwo gukoresha telefone ku mpamvu z'ibiganiro by'ibanga.
- Gukoreshwa ikiganiro no kubarizwa ahantu hatanga umuheho ukwiye, haba imbona nkubone cyangwa mu buryo bw'ijwi.
- Kugira umuntu muhujwe igitsina mu gihe cy'isuzumwa cyangwa ibindi bijyanye, mugihe abisabaye.
- Kuguma yambaye ubusa, ariko gusa mu gihe bikenewe ku mpamvu z'ibikorwa by'ubuvuzi.
- Gusabwa uruhushya rwanditse rwo gukora filime cyangwa gufata amajwi agenewe gukoreshwa ku mpamvu iyo ari yo yose itari iy'ibimuranga, iy'inkomoko, ubwoko bw'indwara cyangwa ibijyanye na serivisi z'ubuvuzi.

Inshingano z'abarwayi

Ni inshingano z'umurwayi ku:

- Gutanga amakuru y'ubuvuzi yuzuye, y'ukuri, arimo uburyangamugayo kandi amakuru agomba kuba arimo:
 - Ubwoko bw'indwara yawe.
 - Amakuru y'indwara zahise n'ibijyanye no kujya mu bitaro.
 - Ibibazo by'umwihariko, ibimenyetso by'indwara, ububabare cyangwa impungenge.
 - Amakuru yahise y'imiti (ku rupapuro rwa muganga, mu maguriro yigenga n'imiti y'ibimera), uko umubiri witwaye ku miti (ibiribwa n'amakakama) n'impungenge.
 - Impinduka mu buryo bw'ubuzima bwanyu, uko zigenda zibaho.
- Isanzure uvuge kandi ubaze ibibazo niba utumva gahunda y'ubuvuzi n'uruhare rwawe muri yo.
- Fata ibyemezo bishingiye kubumenyi ku birebana n'uko witabwaho.
- Kurikiza amabwiriza, inama n'uburyo bwo kuvurwa wumvikanyeho n'itsinda ry'abaganga bawe.
- Kurikiza amabwiriza ya Corewell Health yerekeye serivisi z'ubuvuzi ku barwayi n'imyitwarire yabo mu gushyigikira

ahatangirwa serivisi zifite ireme hatekanye nko:

- Kubaha uburenganzira bw'abandi barwayi, abakozi n'umutungo wa Corewell Health.
- Kubahiriza gahunda yacu y'ahantu hatanywerwa itabi.
- Kumenya amazina ya muganga ushinzwe kukwitaho.
- Gutanga amakuru yuzuye, y'ukuri kandi mu gihe gikwiye ku nkomoko y'ubwishyu bwa serivisi z'ubuvuzi zatanze no kuzaza inshingano zijyanye no kwishyura mu gihe gikwiye. Serivisi z'ubuvuzi bwa irijanse ntizazakererwa mu gihe tuzaba turimo kwakira ayo makuru.
- Kwemera no kumenya inshingano ku bisubizo bya serivisi z'ubuvuzi mu gihe waba wanze ubuvuzi cyangwa utakurikije amabwiriza y'utanga serivisi z'ubuvuzi.

Impungenge n'ibitishimiwe

Niba ufite impungenge cyangwa icyo utishimiye, kugutega amatwi tubiha agaciro kandi turagushishikariza kwegera Ishami rishinzwe Imibanire n'Abarwayi. Tuzakorana nawe hamwe n'umuryango wawe mu gukemura ibibazo no kubamara impungenge. Niba ubyifuza, nanone ufite uburenganzira bwo kuvuga icyo utishimiye igihe icyo ari cyo cyose muri Leta ya Michigan cyangwa kuri Komisiyo Ihuriweho.

Ibiro by'Imibanire n'Abarwayi bya Corewell Health

844.403.0429

Guhamagara Ikigo cya Leta Gitanga Impushya zo Gukora:
Licensing and Regulatory Affairs
Bureau of Community and Health Systems
Health Facilities Division
P.O. Box 30664,
Lansing, MI 48909

State of Michigan Complaint Hotline:

1.800.882.6006

Umurongo wa Leta ya Michigan umenyesherezwaho ibitishimiwe:

The Joint Commission

jointcommission.org

(Koresha ihuzanzira "Kugaragaza ikintu cyabaye gifitanye isano n'umutekano w'abarwayi" mu "Ikigo cy'ibikorwa" ku rupapuro rwa mbere)
Ku iposita:

Office of Quality Monitoring

One Renaissance Boulevard

Oakbrook Terrace, IL 60181

Fax: **630.792.5636**

Guhamagara ibiro bishinzwe uburenganzira bwa muntu:

Michigan Department of Civil Rights

350 Ottawa Avenue NE

Grand Rapids, MI 49503

1.800.482.3604