



Healthcare Equity Consult Service (HECS)

What is the Healthcare Equity Consult Service (HECS)?

The Healthcare Equity Consult Service (HECS) supports all patients and families who believe their care may have been affected by bias or discrimination. Michigan Medicine strives to improve our patient care experience. We want to identify and address problems to gain your trust and respect as your healthcare provider.

We value and respect your experiences, and we are here to support you. If you feel you or your loved one was treated unfairly based on race, sex, disability, or other personal identities, you can request a **free consultation** from HECS.

You can request this consult service at any time. A HECS team member will speak with you and your family to listen to your concerns. We will work to find a resolution within 3 days when possible.

Who can request the consult service?

- All inpatients in the University Hospital, Frankel Cardiovascular Center, C.S. Mott Children's Hospital, and Von Voigtlander Women's Hospital
- Adult and child patients with a primary care provider at the Ypsilanti Health Center Family Medicine and Pediatric Clinic
- Any member of the clinical care team, including doctors, nurses, physician assistants, students, social workers, spiritual care staff, or support staff

How can I request the Healthcare Equity Consult Service (HECS)?

You can request the service any of the ways listed below. Please keep in mind that you do not have to tell your care team if you want to contact HECS. HECS will respond to all pages and messages during regular business hours (Monday through Friday from 8:00 AM - 5:00 PM).

- Call the health system operator at **(734) 936-4000**.
 - Ask the operator to page the **“Healthcare Equity Consult Service”** or pager number **38571**.
- Call the HECS phone number at **(734) 615-2846** and leave a voicemail for the team.

What happens when I request a consult?

After your consult request is received, the following will happen:

- A HECS team member will speak with you, your family, and the clinical care team.
- The consult team members will offer recommendations and action items to address your concerns.

If needed, we can keep your request for a consult confidential. This means your care team will not be told who placed the consult request.

Who is on the HECS team?

The consult service is supported by a diverse team of specialists who will work independently of your care team to address your concerns. This means that the HECS team providing your consult will not include any members of your care team. The HECS team includes spiritual care providers, social workers, nurses, doctors, and health system leaders.

Is there a fee or charge for requesting a consult?

No, there is no fee to consult the Healthcare Equity Consult Service.

Office of Patient Experience
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Will you include this request in my medical record?

If you ask to keep your request for a consult confidential, we will not share your name as the person who asked for a consult with your care team.

However, after reviewing the case with the clinical care team, you, and your family, we will write a short description of HECS recommendations and action items in your medical record.

Will my family or I be penalized or punished if we request a consult from HECS?

No, there will be no penalties or retaliation for requesting a consult. The purpose of HECS is to support you and your loved ones.

Besides HECS, what are other options for reporting concerns or issues with my healthcare?

Michigan Medicine is committed to our non-discrimination policy. Michigan Medicine complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, or sex. Michigan Medicine does not exclude or treat people differently because of race, color, national origin, age, disability, or sex. If you believe that Michigan Medicine has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, or sex, you can file a grievance with:

Michigan Medicine Patient Civil Rights Coordinator

Address: 2901 Hubbard, Ann Arbor, MI 48109-2435

Phone: 734-936-6439

Fax: 734-615-0979

E-mail: MichMed_patients_rights@umich.edu

You can also file a formal written or verbal complaint with the **Patient Relations & Clinical Risk** team if your healthcare providers cannot resolve your concerns in an appropriate period of time. You can reach the Patient Relations & Clinical Risk team in the following ways:

- Phone: (734) 936-4330 or (877) 285-7788 toll-free
- Write to us: 300 North Ingalls Street, Room 8A06, Ann Arbor, MI 48109-5478

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