



医疗保健平等咨询服务 (HECS)

Healthcare Equity Consult Service (HECS) (Chinese)

什么是医疗保健平等咨询服务 (HECS) ?

What is the Healthcare Equity Consult Service (HECS)?

医疗保健平等咨询服务 (HECS) 支持所有认为他们的护理可能受到偏见或歧视影响的患者和家庭。密西根医学部致力于改善我们的患者护理体验。我们希望发现并解决问题，以獲得您對作為您的医疗保健提供者的信任和尊重。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.

我们珍视并尊重您的体验，并随时在这里為您提供支持。如果您认为您或您的亲人因种族、性别、残疾或其他个人身份而受到不平等对待，您可以向医疗保健平等咨询服务申请**免费咨询**。

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.

您可以随时申请此咨询服务。医疗保健平等咨询服务团队成员将与您和您的家人交谈，倾听您的担忧。我们将尽可能在 3 天内找到解决方案。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.

谁可以申请咨询服务? Who can request the consult service?

- 大学医院、法兰克心血管中心、马特儿童医院和方芙格兰德妇女医院的所有住院患者
All inpatients in the University Hospital, Frankel Cardiovascular Center, C.S. Mott Children’s Hospital, and Von Voigtlander Women’s Hospital
- 在伊普斯兰提健康中心家庭医学和儿科诊所接受初级保健提供者治疗的成人和儿童患者
Adult and child patients with a primary care provider at the Ypsilanti Health Center Family Medicine and Pediatric Clinic
- 临床护理团队的任何成员，包括医生、护士、医生助理、学生、社会工作者、心灵关怀员或支持人员
Any member of the clinical care team, including doctors, nurses, physician assistants, students, social workers, spiritual care staff, or support staff

我如何申请医疗保健平等咨询服务 (HECS) ?

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

您可以通过下面列出的任何方式请求服务。请记住，如果您想联系医疗保健平等咨询服务，您不必告诉您的护理团队。医疗保健平等咨询服务将在正常工作时间（周一至周五上午 8:00 至下午 5:00）回复所有传呼机和讯息。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).

- 请致电 (734) 936-4000 **联系卫生系统接线员。**

Call the health system operator at (734) 936-4000.

- 请接线员传呼 **“Healthcare Equity Consult Service” 或寻呼机号码 38571。** Ask the operator to page the **“Healthcare Equity Consult Service” or pager number 38571.**

- 拨打医疗保健平等咨询服务电话号码 (734) 615-2846 并在语音信箱留言给团队。
Call the HECS phone number at (734) 615-2846 and leave a voicemail for the team.

当我请求咨询时会发生什么情况? What happens when I request a consult?

收到您的咨询请求后, 将发生以下情况: After your consult request is received, the following will happen:

- 医疗保健平等咨询服务团队成员将与您、您的家人和临床护理团队交谈。A HECS team member will speak with you, your family, and the clinical care team.
- 咨询团队成员将提供建议和行动项目来解决您的问题。The consult team members will offer recommendations and action items to address your concerns.

如有需要, 我们可以对您的咨询请求保密。这意味着您的护理团队不会被告知是谁提出了咨询请求。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.

医疗保健平等咨询服务团队有哪些成员? Who is on the HECS team?

咨询服务由多元化的专家团队提供支持, 他们有别于您的护理团队, 以解决您的问题。这意味着为您提供咨询的医疗保健平等咨询服务团队将不包括您的护理团队的任何成员。医疗保健平等咨询服务团队包括心灵关怀员、社会工作者、护士、医生和卫生系统领导者。

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.

请求咨询是否需要付费或收费?

Is there a fee or charge for requesting a consult?

不，咨询医疗保健平等咨询服务不收取任何费用。

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

你们会在我的病历中包含这个请求吗?

Will you include this request in my medical record?

如果您要求对您的咨询请求保密，我们不会将您的姓名与要求咨询的人分享给您的护理团队。

但是，在与临床护理团队、您和您的家人一起审查病例后，我们将在您的病历中写下医疗保健平等咨询服务建议和行动项目的简短描述。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.

如果我们要求向医疗保健平等咨询服务咨询，我和我的家人会受到处罚或责罚吗? Will my family or I be penalized or punished if we request a consult from HECS?

不会，请求咨询不会受到处罚或报复。医疗保健平等咨询服务的目的是为您和您的亲人提供支持。No, there will be no penalties or retaliation for requesting a consult. The

purpose of HECS is to support you and your loved ones.

除了医疗保健平等咨询服务，还有哪些其他选项可以报告我的医疗保健顾虑或问题？ Besides HECS, what are other options for reporting concerns or issues with my healthcare?

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密西根医学部患者民权协调员 Michigan Medicine Patient Civil Rights Coordinator

联系地址 Address: 2901 Hubbard, Ann Arbor, MI 48109-2435

电话 Phone: 734-936-6439

传真 Fax: 734-615-0979

电子邮件 E-mail: MichMed_patients_rights@umich.edu

如果您的医疗服务提供者无法在适当的时间内解决您的问题，您也可以向**患者关系和临床风险**团队提出正式的书面或口头投诉。您可以通过以下方式联系患者关系和临床风险团队：

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:

- 电话：(734) 936-4330 或 (877) 285-7788 免费电话
Phone: (734) 936-4330 or (877) 285-7788 toll-free
- 写信给我们：300 North Ingalls Street, Room 8A06, Ann Arbor, MI 48109-5478
Write to us: 300 North Ingalls Street, Room 8A06, Ann Arbor, MI 48109-5478

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