

## **Your Rights and Responsibilities as a Maternal Infant Health Program Participant**

If you have a question, complaint or concern about your Maternal Infant Health Program (MIHP), please speak up. Feel free to take either one of these actions at any time:

1. Call or write a letter to your MIHP. If you call, ask to speak to the program coordinator. Often, the coordinator can help immediately.
2. If you aren't satisfied with the MIHP coordinator's response, or you do not wish to take your concern to the coordinator, call the Michigan Department of Health and Human Services (MDHHS). The number is **517 335-8898**. Say that you have a concern about your MIHP, and someone will help you.

Use [mihp@michigan.gov](mailto:mihp@michigan.gov) if you would rather send an email. If you call, you will get an immediate response. If you send an email, it may take longer for someone to get back to you.

### **As an MIHP participant, you have the right to:**

- Choose your MIHP.
- Be treated with respect at all times.
- Receive quality care.
- Transfer to a different MIHP.
- Be fully involved in all aspects of your care.
- Refuse any services you do not wish to receive.
- Get help with any special communication needs you may have.
- Have your confidentiality protected, as required by law.
- Use your MIHP's grievance procedure or contact the MDHHS to resolve your concerns.

### **As an MIHP participant, you have the responsibility to:**

- Keep your appointments to the best of your ability.
- Let the MIHP staff know ahead of time if you can't keep an appointment.
- Ask questions if you don't understand something.
- Let your MIHP staff know how they can serve you better.
- Treat your MIHP staff with respect at all times.