

# What is the Healthcare Equity Consult Service (HECS)?



Michigan Medicine strives to improve our patient care experience. We want to identify and address your concerns, gain your trust, and develop shared respect.

If you feel you or a loved one has been treated unfairly, or your access and delivery of care services has been affected by bias or discrimination, you can request a **free consultation** from the **Healthcare Equity Consult Service (HECS)**. The consult service includes a diverse team of specialists who will work independently of your care team to address your concerns.

## Who can request a consultation?

- 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 Clinics

## How do I ask for a consult?

- Call the health system operator at (734) 936-4000.
  - Ask them to page the “Healthcare Equity Consult Service” or Pager Number: 38571
- Call HECS at (734) 615-2846 and leave a voicemail for the team (we check the messages regularly)
- Ask a care team member to make a referral to HECS for you

The consult service will respond to all pages and messages during regular business hours (Monday through Friday, 8:00 AM – 5:00 PM). A consult team member will speak with you to discuss your specific concerns. After reviewing all the available information, they may recommend solutions, support services, or changes for you and your care team.



Please visit the website to learn more about the service, meet the HECS team, get answers to common questions about HECS, and read Michigan Medicine’s policies explaining patient rights and responsibilities.

[uofmhealth.org/healthcare-equity-consult-service](https://uofmhealth.org/healthcare-equity-consult-service)