



## Notice of Patients' Rights

### **You have the right to:**

- Be treated in a respectful, caring and polite way.
- Get up-to-date, complete and honest information.
- Have things explained in the language you want to use.
- Know all the facts we have about your illness, treatments and what may happen.
- Know the name and specialty of the people taking care of you.
- Say yes or no to treatment (as allowed by law).
- Take part in planning and carrying out your care.
- Have privacy with all your records and when your provider examines you and talks with you (as allowable by law).
- Know how your doctor works with the other places that take care of you.
- Be evaluated and treated for pain.
- Know about free and low-cost health care.
- Be treated right away if you might die, even if you don't have insurance or cannot pay.
- If you are 18 years or older, to agree to an Advance Directive, such as a Health Care Proxy.
- Get a detailed explanation and a copy of your bill.
- If you have a complaint, we must respond to you in a reasonable amount of time.
- Get care without discrimination based on race, color, the country you or your family came from, disability, age, religion, gender, sexual orientation, gender identity, gender expression or source of payment.
- See, copy, correct or restrict use of the information in your medical record (as allowed by law).
- Say yes or no to being part of any research.
- Say no to being examined, observed or treated by a student or staff person. Even if you say no, you will still be able to get care here.
- Get quick responses to questions or concerns.
- If you are a woman who has been raped, to get information from us prepared by the Commissioner of Public Health about your choices and emergency contraception.

# Patient Responsibilities

- Show respect, consideration and dignity to Harbor employees.
- Tell us completely and honestly about your health now and in the past. This includes the medicines you are taking and any past illnesses or hospitalizations.
- Talk to us about your pain and about choices to help with it.
- Ask questions when you do not understand what we are saying, or what we are asking you to do.
- Tell us if you think there may be a problem with your care.
- Tell us right away if you believe we did not respect your rights. Tell us if you have a complaint, or an idea how we could do better.
- Help us to be a safe place. If you see an unsafe situation or unsafe behavior, tell us.
- Try to follow the treatment that you and your provider have agreed to. If this is hard to do, tell your provider so you can work together on the problem.
- Pay your co-pay when you are here and pay any other bills on time. If this is hard, talk with a Harbor Financial Counselor for help.
- If you can't keep your appointment, tell us at least 24 hours before.
- Do not carry weapons of any kind on Harbor Health property.
- Tell us if your address, telephone number, income or insurance plan changes.
- Tell us if you want to change your Advance Directive or Health Care Proxy forms. (The Advance Directive tells us what kind of care you want if, in the future, you're not able to talk about this. The Health Care Proxy tells us who you want to make decisions about your care, if someday you can't make decisions for yourself.)

**If you believe we did not respect your rights**, please tell a supervisor.

**You can also** call the CEO of Harbor Health: 1-617-533-2300.

**If you believe we did not resolve your concerns**, you may file a complaint with:

- The Massachusetts Department of Public Health, Bureau of Health Safety & Quality: 1-800-462-5540
- The Joint Commission Office of Quality and Patient Safety: 1-800-994-6610
- The U.S. Department of Health and Human Services (HHS), Office of Civil Rights: 1-800-368-1019

Would you like a copy of this statement? Ask the front desk.