

## PATIENT'S RIGHTS AND RESPONSIBILITIES

*According to Mass. General Laws Ch. 111, s. JOE*

### Your Rights

You have the right to:

- considerate and respectful care, free of abuse, neglect or exploitation
- informed consent, including information about your child's condition and proposed treatment;
- effective communication, to be involved in the decision-making process, including the right to refuse treatment;
- be informed about unanticipated outcomes of your child's care;
- cultural, psychosocial, spiritual, personal beliefs or preferences respected;
- pastoral and other spiritual services;
- an environment that preserves dignity and contributes to a positive self image;
- privacy during treatment/care
- obtain the name and specialty of the person responsible for your care;
- prompt life-saving treatment in an emergency;
- evaluation of and effective control of pain.
- confidentiality, privacy and security of medical records and communication;
- inspect your medical records and to receive a copy (upon the payment of a fee for copying);
- have reasonable requests responded to promptly and adequately;
- know how Rainbow Pediatrics is connected **professionally with other hospitals;**
- be advised of research affecting your care, and the right refuse to participate in research;
- expect continuity of care;
- refuse to be examined, observed or treated by students or other facility staff;
- a language interpreter if you do not speak English, are deaf or are speech/hearing impaired;

- receive an itemized bill and information regarding financial assistance and free care;
- have itemized billing information provided to your physician
- if you have cancer, to complete information on medically viable alternative treatments;
- access protective/advocacy services;

### Your Responsibilities

You have the responsibility to:

- provide information about past illnesses, hospitalizations, medications and other matters relating to your health;
- keep scheduled appointments and notify us when unable to do so;
- cooperate with all clinic personnel caring for you and to respect and reasonably follow their instructions;
- patients and their families are responsible for the outcomes if they do not follow the care, treatment and service plan;
- communicate to the doctors, nurses, and staff possibly significant matters that may affect your condition or the care they render;
- be considerate of other patients and see that your visitors do likewise. Follow rules governing office hours, noise, smoking, and the use of personal electrical appliances;
- respect clinic property and use it responsibly;
- provide financial and health insurance information necessary for the processing of your bill and to be prompt in paying outstanding charges;
- inform the clinic administration immediately if you believe any of your rights have been, or may be, violated.