

## Notice of Patient Rights

General Laws of Massachusetts (Massachusetts Outpatient Satellites)  
Chapter 111: Section 70E. Patients' Bill of Rights.

Every patient shall have the right:

1. Upon request, to obtain from the facility in charge of his care the name and specialty, if any, of the physician or other person responsible for his care or the coordination of her/his care;
2. To confidentiality of all records and communications to the extent provided by the law;
3. To have all reasonable requests responded to promptly and adequately within the capacity of the facility;
4. Upon request, to obtain an explanation as to the relationship, if any, of the facility to any other health care facility or education institution in so far as said relationship relates to his care or treatment;
5. To obtain for a person designated by the facility a copy of any rules or regulations of the facility which apply to his conduct as a patient or resident;
6. Upon request, to receive from a person designated by the facility any information which the facility has available relative to financial assistance and free health care;
7. Upon request, to inspect his medical records and to receive a copy thereof in accordance with section seventy, and the fee for said copy shall be determined by the rate of copying expenses, except that no fee shall be charged to any applicant, beneficiary or individual representing said applicant or beneficiary for furnishing a medical record if the record is requested for the purpose of supporting a claim or appeal under any provision of the Social Security Act or federal or state financial needs-based benefit program, and the facility shall furnish a medical record requested pursuant to a claim or appeal under any provision of the Social Security Act or any federal or state financial needs-based benefit program within thirty days of the request; provided, however, that any person for whom no fee shall be charged shall present reasonable documentation at the time of such records request that the purpose of said request is to support a claim or appeal under any provision or the Social Security Act or any federal or state financial needs-based benefit program;
8. To refuse to be examined, observed, or treated by students or any other facility staff without jeopardizing access to psychiatric, psychological, or other medical care and attention;
9. To refuse to serve as a research subject and to refuse any care or examination when the primary purpose is educational or informational rather than therapeutic;
10. To privacy during medical treatment or other rendering of care within the capacity of the facility;
11. To prompt life saving treatment in an emergency without discrimination on account of economic status or source of payment and without delaying treatment for purposes of prior discussion of the source of payment unless such delay can be imposed without material risk to his health, and this right shall also extend to those persons not already patients or residents of a facility if said facility has a certified emergency care unit;
12. To informed consent to the extent provided by law;
13. Upon request to receive a copy of an itemized bill or other statement of charges submitted to any third party by the facility for care of the patient or resident and to have a copy of said itemized bill or statement sent to the attending physician of the patient or resident; and
14. If refused treatment because of economic status or the lack of a source of payment, to prompt and safe transfer to a facility which agrees to receive and treat such patient. Said facility refusing to treat such patient shall be responsible for: ascertaining that the patient may be safely transferred; contacting a facility willing to treat such patient; arranging the transportation; accompanying the patient with necessary and appropriate professional staff to assist in the safety and comfort of the transfer, assure that the receiving facility assumes the necessary care promptly, and provide pertinent medical information about the patient's condition; and maintaining records of the foregoing.
15. To appropriate assessment and management of pain.
16. Upon request, to obtain an explanation as to the relationship, if any, of the physician to any other health care facility or educational institution in so far as said relationship relates to his care or treatment, and such explanation

shall include said physician's ownership or financial interest, if any, in the facility or other health care facilities in so far as said ownership relates to the care or treatment of said patient or resident;

17. Upon request to receive an itemized bill including third party reimbursements paid toward said bill, regardless of the sources of payment;
18. In the case of a patient suffering from any form of breast cancer, to complete information on alternative treatment which are medically viable.
19. Except in cases of emergency surgery, at least ten days before a physician operates on a patient to insert a breast implant, the physician shall inform the patient of the disadvantages and risks associated with breast implantation. The information shall include, but not be limited to, the standardized written summary provided by the department. The patient shall sign a statement provided by the department acknowledging the receipt of said standardized written summary. Nothing herein shall be construed as causing any liability of the department due to any action or omission by said department relative to the information provided pursuant to this paragraph.
20. Every maternity patient, at the time of pre-admission, shall receive complete information from an admitting hospital on its annual rate of primary caesarian sections, annual rate of repeat caesarian section, annual rate of total caesarian sections, annual percentage of women who have had a caesarian section who have had a subsequent successful vaginal birth, annual percentage of deliveries in birthing rooms labor-delivery-recovery-postpartum rooms, annual percentage of deliveries by certified nurse-midwives, annual percentage which are continuously externally monitored only, annual percentage which were continuously internally monitored only, annual percentage which were monitored both internally and externally, annual percentage utilizing intravenous, inductions, augmentations, forceps, episiotomies, spinals, epidurals and general anesthesia, and its annual percentage of women breast-feeding upon discharge from said hospital.
21. A facility shall require all persons including students, who examine, observe or treat a patient or resident of such facility to wear an identification badge which readily discloses the first name, licensure status, if any, and staff position of the person so examining, observing or treating a patient or resident.
22. Any person whose rights under this section are violated may bring, in addition to any other action allowed by law or regulation, a civil action under sections sixty B to sixty E, inclusive, of chapter two hundred and thirty-one. Any person may file a complaint with the Massachusetts Department of Health Care Quality, 617-753-8000 or 800-462-5542
23. No provision of this section relating to confidentiality of records shall be construed to prevent any third party reimburse from inspecting and copying, in the ordinary course of determining eligibility for or entitlement to benefits, any and all records relating to diagnosis, treatment, or other services provided to any person, including a minor or incompetent, for which coverage, benefit or reimbursement is claimed, so long as the policy or certificate under which the claim is made provides that such access to such records is permitted. No provision of this section relating to confidentiality of records shall be construed to prevent access to any such records in connection with any peer review or utilization review procedures applied and implemented in good faith.
24. No provision herein shall apply to any institution operated by and for persons who rely exclusively upon treatment by spiritual means through prayer for healing, in accordance with the creed or tenets of a church or religious denomination, or patients whose religious beliefs limit the forms and qualities of treatment to which they may submit.
25. No provision herein shall be construed as limiting any other right or remedies previously existing at law.

I certify I have received the Patients' Bill of Rights

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Signature

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Date