

Patient Rights and Responsibilities

At MIT Health our goal is to provide high quality, easily accessible healthcare. Underlying our commitment to quality care is respect for your individual needs and rights. Our entire staff of health care professionals and other personnel supports your right to know about your illness, the care you will be given, the likely outcomes and the known potential risks of that care, and to participate in decisions about your care, including appropriate pain management. We will maintain a private and secure area during treatment, and keep your records confidential.

Massachusetts state law safeguards many provisions of our patient rights policy. If you receive care from any of our health care providers, you have the right to request certain information about your treatment, our records, and your bill.

Your right to treatment

As a patient of MIT Health, you have the right to:

- Be informed of the name, role, and specialty of the healthcare provider participating in your care
- Care that is considerate and respectful of your personal values and beliefs
- Receive treatment without discrimination, including but not limited to discrimination based upon race, color, religious creed, gender, gender identity or expression, sexual orientation, age, disability, veteran or active military status, marital/relationship status, economic status, national origin/ethnicity, citizenship status, mental or physical attribute, or condition
- Freedom of choice in selecting a health care provider at MIT Health (except in an emergency), if the provider is able to accommodate you
- An explanation of the relationship, if any, of MIT Health or any healthcare provider at MIT Health, to any other healthcare facility or educational institution if this relates to your care or treatment, if you request it
- Be informed about and participate in decisions about your care, including informed consent to the extent provided by law
- Information about outcomes of care, including unanticipated outcomes, so you can participate in care decisions
- Include your family in decisions about your care, if you choose to involve them. You must give us your consent to do this and tell us who to include in this decision. In this case, family may include persons not legally related to you
- A clear explanation of proposed treatments and procedures, including:
 - Potential benefits and drawbacks
 - Potential problems in recuperation
 - The likelihood of success
 - The possible results of non-treatment, and
 - Any significant alternatives
- Be informed of medically viable treatment alternatives for any condition
- Appropriate pain management, including:
 - Information about pain and options for pain relief
 - Participating in developing a pain management plan, and
 - Quick response to your reports of pain
- Participate in ethical decisions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, forgoing or withdrawal of life-sustaining treatment, and participation in investigational or clinical trials
- Appoint a health care proxy to become the decision maker if you become incapable of understanding a proposed treatment or procedure, or you become unable to communicate your wishes regarding care
- Access protective services, such as protective intervention for vulnerable or abused adults or children
- A copy of the MIT Health regulations on patient conduct, if you request it
- Prompt and adequate responses to all reasonable requests, within MIT Health's capacity to respond
- Refuse treatment, examination, or observation from any individual participating in your care without jeopardizing your access to medical care or attention
- Refuse to serve as a research subject and to refuse any care or examination when the primary purpose is educational and informational rather than therapeutic. If you choose to serve as a research subject, you have a right to know the expected benefits and potential discomforts and risks
- Prompt life-saving treatment in an emergency without harmful delay to discuss payment and without discrimination based on economic status or payment source
- Prompt and safe transfer to a facility that agrees to treat you if MIT Health refuses treatment because of lack of eligibility, economic status or lack of source of payment
- Be promptly offered emergency contraception upon request, and receive written information about emergency contraception, if you are a female rape victim of childbearing age

Your right to privacy

You have the right to:

- Confidentiality of all records and communications, to the extent provided by law
- Apriateandsecureareaduringmedicaltreatmentor care, within the capacity of MIT Health to provide it

Your right to your records

You have the right to:

- Inspect your medical records and to receive a copy, for a fee based on copying costs, in accordance with section 70 of chapter 111 of the General Laws of Massachusetts. A copy is free if it is necessary for a Medicare or Medicaid appeal
- An explanation of the cost of proposed treatment, if you request it. This explanation is available from our Billing Office at MIT Health, telephone 617-258-5336
- Examine an explanation of an itemized bill reflecting laboratory charges, pharmaceutical charges, and third party credits regardless of the source of payment, and to have the same information made available to the attending practitioner, if you request it
- Receive an itemized copy of the bill or other statement of charges submitted to any insurance company or third party for your care, to have a copy sent to your attending practitioner, and to receive from the practitioner an itemized bill, including third- party reimbursements, regardless of the source of payment, if you request it
- Information about financial assistance or free care, if you request it

Your responsibilities

As a patient of MIT Health, you have a key role in helping us provide you with the best possible care, and you have the following responsibilities:

- To provide accurate and complete information about your present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health, as well as any current health care proxy or advance directive designations
- To ask questions when you do not understand what you have been told about your care or what you are expected to do
- To follow the care, service, or treatment plan developed, or if you do not, to accept responsibility for the consequences
- To follow MIT Health's rules and regulations concerning patient care and conduct
- To be courteous to MIT Health staff and respect MIT Health property
- To promptly meet any financial obligation to MIT Health

If you have concerns

If you are dissatisfied with your care or any aspect of our services, we encourage you to discuss your concern with the practitioner or other health care provider of the service. If the outcome of this discussion is not satisfactory, or if you prefer to talk with someone else, we have a Patient Relations Coordinator who will work to resolve your concerns. Talking with the Patient Relations Coordinator will not jeopardize your care in any way.

MIT Health

Patient Relations Coordinator Building E23

Phone: 617-253-4976

Email: patientrelations@med.mit.edu

Massachusetts Department of Public Health Bureau of Health Care Safety and Quality Division of Health Care Facility Licensure and Certification

99 Chauncy Street, 11th Floor

Boston, MA 02111

24-hour Consumer Complaint Line: 800-462-5540

Fax number: 617-753-8165

Online: www.mass.gov/health-care-facilities-consumer-information