

Patient responsibilities

As a patient of MIT Medical, 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 Medical's rules and regulations concerning patient care and conduct
- to be courteous to MIT Medical staff and respect MIT Medical property
- to promptly meet any financial obligation to MIT Medical.

If you are dissatisfied with your care or any aspect of our service, we encourage you to discuss your concern with the physician or other provider of 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 on our staff who will work to resolve your concerns. Talking with the Patient Relations Coordinator will not jeopardize your care in any way.

Patient Relations Coordinator
MIT Medical, Building E23
617-253-4976
advocate@med.mit.edu

Anyone with concerns about care may also contact one of the agencies below.

Massachusetts Board of Registration in Medicine
200 Harvard Mill Square, Suite 330
Wakefield, MA 01880
781-876-8200
Fax: 781-876-8381
www.massmedboard.org

Massachusetts Department of Public Health
Division of Health Care Quality
Complaint Unit
99 Chauncy St., 11th floor
Boston, MA 02111
800-462-5540 or 617-753-8150
Fax: 617-753-8165
www.mass.gov/dph/dhcq

The Joint Commission
Office of Quality Monitoring
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
800-994-6610
Fax: 630-792-5636
www.jointcommission.org



77 Massachusetts Ave.
Cambridge, MA 02139
medweb.mit.edu

Patient rights and responsibilities

Underlying MIT Medical's commitment to high-quality, accessible medical care is our respect for your individual needs and rights as explained inside:

- » Knowing about your illness
- » Knowing what care you will be given
- » Knowing the likely outcomes and the known potential risks of that care
- » Participating in decisions about your care, including appropriate pain management
- » Having a private and secure area during treatment
- » Keeping your records confidential



Patient rights

Your right to treatment

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

- the name and specialty of the physician or other person responsible for your care or for coordinating your care, if you request it.
- freedom of choice in selecting a health care provider at MIT Medical (except in an emergency), if the provider is able to accommodate you.
- an explanation of the relationship, if any, of MIT Medical or any health care provider at MIT Medical, to any other health care 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. At MIT Medical we will describe medically viable treatment alternatives for any condition. (In cases of breast cancer, Massachusetts law requires us to state explicitly that we do so.)
- 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
- care that is considerate and respectful of your personal values and beliefs.
- 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 Medical regulations on patient conduct, if you request it.
- prompt and adequate responses to all reasonable requests, within MIT Medical's capacity to respond.
- refuse to be examined, observed or treated by trainees, students or any other staff member without jeopardizing your access to medical care and 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 Medical refuses treatment because of lack of eligibility, economic status or lack of source of payment (while MIT Medical does not anticipate such situations developing, state law requires us to advise you that you have this right).
- to be promptly offered emergency contraception upon request, and to receive written information about emergency contraception if you are a female rape victim of child-bearing age.

Your right to privacy

You have the right to:

- confidentiality of all records and communications, to the extent provided by law.
- a private and secure area during medical treatment or care, within the capacity of MIT Medical 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 Medical/Cambridge, E23-398, 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 physician, 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, and to have a copy sent to your attending physician, and to receive from the physician 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.

This is a summary of your rights. You can get a copy of the complete patient rights legislation (MGL Chapter 111, Section 70E) by contacting the Patient Relations Coordinator.