

# PATIENT RIGHTS

Patients are provided the following rights under federal and state laws, including the Massachusetts Patient Bill of Rights. These rights include but are not limited to the right:

- To receive an estimate for services or procedures to be provided, including the amount for any associated facility fees within two working days of a patient's request.
- To obtain the name and specialty of the physician or other person responsible for your care
- To have reasonable requests responded to promptly and adequately within the hospital's capacity
- To request and receive explanation as to the relationship, if any, of the hospital and your physician to any other healthcare facility or educational institution as it relates to your care
- To request and receive information relative to financial assistance and free healthcare
- To refuse to be examined, observed or treated by students or any other staff without jeopardizing your access to care
- To care that is considerate and respectful of your cultural and personal values, beliefs and preferences
- To obtain complete current information concerning your diagnosis, treatment, and prognosis in understandable terms
- To be informed about and participate in decisions regarding your care
- To receive emergency care treatment without discrimination due to your economic status or source of payment
- To participate in ethical questions that may arise from your care
- To security and personal privacy while receiving care within the hospital's capacity
- To confidentiality of your records and communications to the extent provided by law
- To designate a decision-maker in the event you are unable to communicate your healthcare wishes
- To access protective services and advocacy services
- To have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital
- To voice complaints about your care and to have those complaints reviewed
- To refuse to participate as a research subject and refuse any care or examination when the primary purpose is educational or informational rather than therapeutic
- To be free from all forms of abuse or harassment
- To request and inspect your medical record, request an amendment or receive an accounting of disclosures regarding your personal health information, and for a reasonable fee, receive a copy of your record
- To receive a copy of your medical record free if you show that your request is to support a claim or appeal under any provisions of the Social Security Act in any federal or state financial needs-based benefit program
- To request and receive an itemized hospital bill and have a copy sent to your physician
- To prompt and safe transfer to a facility that agrees to provide treatment if you are refused treatment for economic status or lack of a source of payment
- To request a copy of any hospital rules and regulations that apply to your conduct as a patient
- To receive effective management of your pain symptoms
- To receive information about emergency contraception and to be promptly offered emergency contraception upon request if you are a female rape victim or victim of sexual assault
- To complete information on all alternative treatments that are medically viable if suffering from any form of breast cancer
- To receive information about the hospital's rate of cesarean sections and related statistics if you are a maternity patient
- To receive or refuse to receive visitors without restriction based upon race, color, national origin, religion, sex, gender identity, sexual orientation or disability, subject to any clinically necessary or reasonable restriction or limitation

***Additional information about patient rights may be obtained at [www.lowellgeneral.org](http://www.lowellgeneral.org)***



*Complete connected care<sup>SM</sup>*