

PATIENT RIGHTS AND RESPONSIBILITIES

Massachusetts General Hospital

We are committed to maintaining the rights, dignity and well-being of our pediatric and adult patients. Adult patients or when appropriate, the patient's representative, as allowed by state law and parents/guardians of minors will receive information on Rights and Responsibilities on admission to the hospital. This information is available to all patients in our outpatient practices.

The hospital does not discriminate against any individual regardless of race, color, religious creed, gender, gender identity or expression, genetic information, sexual orientation, age, disability, veteran or active military status, marital status or national origin/ethnicity/immigration status. If you feel you have been discriminated in any way, contact the Office of Patient Advocacy at 617-726-3370

THE PATIENT HAS THE RIGHT:

- To be treated in a caring, safe and compassionate way.
- To receive timely, complete and accurate information.
- To know the name and specialty of those providing care.
- To say yes or no to treatment as allowed by law.
- To ask questions about what is happening and why.
- To have things explained in their preferred language.
- To make an advance directive, such as a health care proxy, for those 18 years of age or older.
- To have privacy when being examined (within the capacity of the facility) or when talking to a health care provider.
- To be evaluated and treated for pain.
- To choose who may or may not visit. We may need to limit or restrict visitors if there are health or safety concerns.
- To choose who may be present to provide emotional support.
- To review and request medical records, as allowed by law.
- To say yes or no to taking part in a research study.
- To get timely responses to questions or concerns.
- To be offered emergency contraception, and get written information about emergency contraception if you are a female rape victim.
- To know how health information is used and shared. Ask for the MGH Privacy Notice if you want this in writing.
- To have family members/representatives or your providers informed of admission to the hospital and discharge or transfer from the hospital
- To report concerns about safety by calling the Compliance Helpline at (617) 726-1446.
- To contact the Office of Patient Advocacy for help solving problems or concerns at 617-726-3370 or for any questions about your Rights and Responsibilities
- To raise concerns outside of the hospital: Quality of Care: Massachusetts Division of Healthcare Quality at (617) 753-8150 or The Joint Commission 800-994-6610
Civil Rights Complaints: The Massachusetts Attorney General's Office at (617) 727-2200
Office of Civil Rights 1 (800) 368-1019 or 1 (800) 537-7697 (TDD) or online at ocrportal.hhs.gov

THE PATIENT HAS THE RESPONSIBILITY:

- To work together with health care providers on the plan of care.
- To let health care providers know if you want family or others involved in care and decision making.
- To share information about health history, any changes in health, and current symptoms.
- To share information about current and past medications, including vitamins, herbs and/or alternative medicines or treatments.
- To talk about any allergies or reactions to medications.
- To talk about reactions to anesthesia, if surgery is needed.
- To tell health care providers if you don't understand or think you will not be able to do what is being asked.
- To help prevent loss by keeping anything valuable at home.
- To ask family and friends to schedule visits to promote rest, healing and privacy.
- To limit noise during posted quiet hours.
- To speak and act in a respectful manner. Using discriminatory or culturally insensitive language or behaviors is not acceptable. Yelling, verbal threats, or physical harm to other patients, staff or property is not acceptable.
- To keep the hospital smoke free by following the No Smoking Policy on hospital grounds.
- To give the hospital information they need about payment of medical care.
- To ask questions before leaving the hospital about medications, activities and follow-up care.
- To maintain confidentiality of staff and other patients by not taking cell phone pictures or audio/video recordings.
- To remain on unit except for tests, procedures, or other therapeutic reasons in order to receive the best possible care.

If you have any questions about any of this information, or would like a copy of the law called the Massachusetts Patient Bill of Rights, please call the Office of Patient Advocacy at (617) 726-3370.