

PATIENT'S RIGHTS

At Upham's Community Care (UCC) we support your right to know about your health and any illness, and your right to participate in decisions that affect your well-being.

In Massachusetts there is a law designed to help protect the rights of patients in health care facilities: Massachusetts General Law, Chapter 111, Section 70E.

The patient rights in the Massachusetts law are included in summary form below. Along with rights, come responsibilities. Patient responsibilities are included on the other side of this brochure. If you have any questions about these Rights and Responsibilities, or would like a complete set of the Patient Rights as they appear, word-for-word in the Massachusetts General Law, please call the Patient & Community Relations Manager at 617.740.8107. [The MGL can be viewed at this web address: <https://malegislature.gov/Laws/GeneralLaws/PartI/TitleXVI/Chapter111/Section70E>]

YOUR RIGHTS

- To receive medical care at UCC that meets the highest standards, regardless of your race, religion, national origin, any disability or handicap, gender, sexual orientation, military service, or source of payment.
- To receive care that is considerate of your culture and respectful of your personal beliefs and preferences.
- To be involved in your plan of care including to take part in decisions relating to your health care requests and or refusals for treatment and services.

- To freedom of choice in selection of a facility, or a physician or health service mode (except in the case of emergency medical treatment).
- To privacy during medical treatment or any other care and treatment within UCC's capacity.
- To have all reasonable requests responded to promptly and adequately within the capacity of UCC.
- Upon request, to obtain from UCC the name and specialty, if any, of the physician or other person responsible for your care or the coordination of that care.
- To make an informed decision regarding the care you will receive including the right for you or your representative to receive information prior to treatment including information about your health status, risks, benefits, potential complications and alternatives, before consenting to or refusing treatment.
- Upon request, to obtain an explanation as to the relationship, if any, of UCC or your physician to any other healthcare facility or educational institution if/as said relationship relates to your care or treatment.
- Upon request, to obtain a copy of any UCC rules or regulations which apply to your conduct as a patient. [*See "Patient's Responsibilities" on the opposite page.]
- Upon request, to receive a copy of an itemized bill or other statement of charges submitted to any third-party by UCC for your care.
- To inquire and receive information about the possibility of financial aid and public assistance. For inquiries related to financial aid and public assistance, please contact the Enrollment Department at 617-287-8000.
- To confidentiality of all communications and records to the extent provided by law.
- Upon request, to access the information contained in your medical records and to receive a copy of any requested records within a reasonable time frame, as quickly as the Medical Records Department permits, in accordance with Massachusetts General Laws, Chapter 111, Section 70E. [UCC policy requires patients to request access to/copies of their medical records in writing on a specific form. This form can be provided upon request.]
- To refuse to be examined, observed or treated by students or any other UCC staff without jeopardizing access to psychiatric, psychological or other care or attention.
- 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.
- To prompt lifesaving treatment in an emergency without discriminating 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 health.
- If you are a female rape victim of childbearing age and/or a victim of sexual assault of any age, to receive medically and factually accurate written information

prepared by the commissioner of public health about emergency contraception; to be promptly offered emergency contraception; and to be provided with emergency contraception upon request.

- To complete information from your provider on all alternative treatments that are medically viable in the event that you are suffering from any form of breast cancer.
- To receive information tailored to your age, language and ability to understand. If you are a patient with limited English proficiency, UCC will provide access to meaningful communication via a qualified interpreter service provided either in person, or via telephone. If you are a patient who is deaf or hard of hearing, UCC will request a certified interpreter from the Massachusetts Commission for the Deaf and Hard of Hearing.

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 60B to 60E, inclusive, of Chapter 231.

PATIENT'S RESPONSIBILITIES

As a patient at Upham's Community Care, you also have responsibilities that assist us in providing you with the best possible care:

- ✓ Choose a primary care provider.
- ✓ Be on time for your scheduled appointments.
- ✓ Call us if you are going to be late. If you are going to be more than 15 minutes late, we will likely need to re-schedule.
- ✓ Tell us if your personal information changes, such as address and phone number so that we can reach you for test results and other important health reasons.
- ✓ Bring your insurance or health coverage card with you to every appointment.
- ✓ Follow medical instructions and ask questions if you do not understand instructions provided.
- ✓ Give your doctors and other providers the information they need about you and your health that is complete and accurate. Learn as much as you can about your health problems. Follow your provider's instructions and the treatment plan you and your provider agree on.
- ✓ Make sure your doctors and other providers know about all the drugs you are taking. This includes prescription drugs, over-the-counter drugs, vitamins, and supplements.
- ✓ When applying for health coverage or completing a Sliding Fee Discount Application, provide accurate and complete information.
- ✓ Pay us what you owe for co-payments and any self payments. (We will work with you on a payment plan as needed.)
- ✓ Be considerate: We expect that all patients respect the rights of others - in your doctor's office, other staff offices and in your home when your providers are visiting you. ***Please note the following:**

*It is the policy of UCC to consider discharging a patient when the patient threatens violence/harm to a UCC staff member, patient and/or visitor, and/or when physical harm is attempted or made against a UCC staff member, patient and/or visitor. If you are involved in such an incident and are discharged from UCC (meaning you will no longer be welcome to receive services at UCC), you will be notified in writing, with a referral to another provider. The following are examples of behavior that may result in patient discharge:

- *A patient demands a specific prescription medication from a UCC provider, but the provider says that medication is not clinically appropriate for the patient's condition and he will be writing a prescription for a different medication. The patient responds by yelling and swearing at the provider, including a statement that "I will kill you if you don't give me the medication I want."*
- *A provider's schedule is running behind because of an emergency with a patient. As a result, the wait times for appointments get longer as the day goes on. A Nurse stops into the exam room to tell a patient that the schedule is behind. The patient becomes angry, tells the Nurse she has already waited too long and storms out of the exam room - shoving the Nurse on her way out.*

Filing a Complaint/Grievance:

Any patient (or representative of a patient) that is either dissatisfied with the treatment, service, lack of service, feels that their privacy has been violated, or that they have been discriminated against, will be requested to participate in the UCC grievance/complaint process. All filed grievances/complaints are investigated in a prompt, equitable and thorough manner.

A grievance/complaint may be reported in person to any UCC staff or management or by phone by dialing 617-740-8010. The UCC Patient & Community Relations Manager may also be contacted to discuss a complaint:

Patient & Community Relations Manager
Upham's Community Care
415 Columbia Road
Dorchester, MA 02125 ▪ 617.740.8107

UCC is licensed by the Department of Public Health as a "clinic" and complaints may also be directed to:

Division of Health Care Facility Licensure and Certification
Complaint Intake Unit
67 Forest Street
Marlborough, MA 01752
FAX: (617) 753-8165

Or to:

The Board of Registration in Medicine

<https://medcomplaints.ehs.state.ma.us/complaints>

Upham's Corner Health Committee, Inc. d/b/a Upham's Community Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-617-287-8000 (TTY: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-617-287-8000 (TTY: 711).

Our staff speaks many languages. If a staff member does not speak your language, we have language assistance services at UCC that will.

Patient's Rights and Responsibilities



Upham's Community Care

Serving the community since 1971

415, 500 & 636 Columbia Road
Dorchester, MA 02125
(617) 287-8000

www.uphams.org

Charitable, Non-Profit Organization