

# Community Health Center of Franklin County

338 Montague City Road, Turners Falls, MA 01376

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Health  
Care  
is a  
Right



## Notice of Patients' Rights and Responsibilities

**The Community Health Center of Franklin County, Inc. adheres to the Patient's Rights Bill: Know your Rights...Pursuant to Chapter 111 Section 70E of the General Laws of the Commonwealth of Massachusetts, an Act providing certain rights to patients and residents in clinics and health centers.**

*(approved May 23, 1979; Amended 1989)*

### EVERY PATIENT OF THIS HEALTH CENTER SHALL HAVE THE RIGHT:

- a. In recognition of their human dignity, to quality medical care.
- b. To know the identity and professional status of individuals providing service to them.
- c. To choose a primary care provider (PCP) and to transfer their care within the health center or to another practice;
- d. To confidentiality of all records and communications to the extent provided by law; to expect that all communications and records pertaining to their care will be treated confidentially.
- e. To expect the Community Health Center of Franklin County, Inc., consistent with its obligations, policies, and capacity to make a reasonable response to their request for services.
- f. Upon request to obtain an explanation as to the relationship, if any, of the facility to any other health center facility or educational institution insofar as said relationship relates to his/her care or treatment;
- g. To know the rules and regulations that apply to patient care and conduct and are responsible for following those rules.
- h. Upon request, to receive from a person designated by the facility any information which the facility has available relative to financial assistance and free health care;
- i. Upon request, inspect his/her medical record and to receive a copy thereof in accordance with Section 70, and the fee for said copy shall be determined by the rate of copying expenses;
- j. To refuse to be examined, observed, or treated by students or any other facility staff without jeopardizing access to psychiatric, psychological, or other medical care and attention.
- k. 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.
- l. To privacy during medical treatment or other rendering of care within the capacity of the facility;
- m. To life saving treatment in an emergency without discrimination 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 his/her health, and this right shall also extend to those persons not already patients or residents of a facility if said facility has a certified emergency care unit;
- n. To participate in treatment decisions and to informed consent to the extent provided by law;
- o. To examine and receive an explanation of their itemized bill, including 3<sup>rd</sup> party reimbursement, regardless of the source of payment. Patients have the responsibility to provide information necessary for claim processing and to be prompt in payment of their bills.
- p. In the case of a patient suffering from any form of breast cancer, to complete information on all alternative treatments which are medically viable;
- q. To services without discrimination on the basis of sex, race, color, national origin, ancestry, age, religion, disability, handicap, sexual identity, insurance status, ability to pay, or for exercising any rights afforded by the law.
- r. Recourse to the health center's patient grievance policy.
- s. All patients have the right to an environment free of disruptive behavior. Disruptive behavior is not acceptable. This includes the use of profanity, sexist, racist or anti-gay language, yelling at staff or other patients, and disrespectful, threatening or intimidating language or behavior of any kind.

*If at any time you feel you are not being treated in a fair and concerned manner, please write to the Quality Improvement Committee, 338 Montague City Road, Turners Falls, MA 01376.*

**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 or Chapter 231.**