



NOTICE OF PATIENT RIGHTS AND RESPONSIBILITIES

PATIENT RIGHTS

- Patients have the right to receive respectful, compassionate care in a safe and non-threatening environment regardless of their age, appearance, diagnosis, addiction, disabilities, gender identity, language, income, national origin, race, religion, sex assigned at birth, sexual orientation, or weight/size.
- Patients have the right to care and resources that are dignified, accessible, and trustworthy for all.
- Patients have the right to be identified by their current name and pronoun in all interactions and contexts possible and as desired, and legal names only when legally required or needed to connect documentation
- Patients have a right to know the identity and professional status of all health care team members providing your care.
- Patients have the right to be informed about their diagnosis and prognosis, if it is known, and to be informed about the risks and benefits of all treatment options offered. They have the right to written informed consent prior to any non-emergency medical procedure.
- Patients have the right to choose a primary care provider (PCP) and to transfer their care to another PCP within the health center or to another practice.
- Patients have the right to confidentiality and can expect that communications and records of their care are confidential, unless disclosure is permitted or required by law.
- Patients have the right to inspect their medical, dental or behavioral health record upon request and to receive a copy of their medical, dental or behavioral health record without a fee. Patients have the right to receive a list of people to whom their records have been disclosed.
- Patients have the right to privacy during medical treatment within the capacity of the facility.



- Patients have the right to request the presence of an escort during any type of examination.
- Patients and any family or friends they designate have the right to participate fully in decisions about their care, including the right to refuse treatment.
- Patients have the right to communication that they can understand, including provision of language interpretation services, if needed, at no cost to them.
- Patients have the right upon request, to receive information regarding opportunities for financial assistance and free health care services.
- Patients have the right to refuse to be examined, observed, or treated by students or any other facility staff without jeopardizing their access to medical care.
- Patients have the right 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.
- Patients have the right to life-saving treatment in an emergency without discrimination related to 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 their health.
- Patients have the right to examine and receive an explanation of their itemized bill, including 3rd party reimbursement, regardless of the source of payment.
- Patients have the right to voice their concerns about the care they receive. If their concern is not resolved to their satisfaction, they may contact:

*Compliance Officer
102 Main Street
Greenfield, MA 01301
or call (413) 325-8500 ext 110*



PATIENT RESPONSIBILITIES

- Patients are expected to provide complete and accurate information regarding your name, date of birth, address, telephone number, and insurance carrier, when requested.
- Patients are expected to provide complete and accurate information about their health and medical history.
- Patients are expected to keep scheduled appointments, be on time, and call ahead if they cannot keep an appointment.
- Patients are expected to ask questions when they do not understand information or instructions. If they believe they cannot follow through with their treatment plan, they are responsible for informing their provider. They are responsible for the outcome if they do not follow the plan of care recommended by their provider.
- Patients are expected to treat all staff and other patients with respect and not to behave in a disruptive, disrespectful, or threatening manner.
- Patients are expected to provide information necessary for claim processing and to be prompt in payment of your bills.