



**Massachusetts Institute of Technology**  
Medical Department  
77 Massachusetts Avenue, E23  
Cambridge, MA 02139

## **Patient rights and responsibilities**

### **Your rights and responsibilities**

At MIT Medical our goal is to provide high quality, accessible medical care. Underlying our commitment to quality care is respect for your individual needs and rights.

Massachusetts state law (chapter 111, section 70 of the General Laws of the Commonwealth of Massachusetts) is designed to protect patients' rights in any health care setting.

### **Your rights**

As a patient of MIT Medical you have the right to:

- confidentiality of all records and communications, to the extent provided by law.
- a private and secure area during medical treatment or care, within the capacity of MIT Medical.
- to receive care meeting the highest standards regardless of race, religion, national origin, disability gender, sexual orientation, age, military service, or source of payment for care.
- the name and specialty of the physician or other person responsible for your care or for coordinating your care.
- select a health care provider at MIT Medical (except in an emergency), if the provider is able to care for you.
- be informed about and participate in decisions about your care, including informed consent to the extent provided by law.
- include your family in decisions about your care, if you choose to involve them.
- a clear explanation of proposed treatments and procedures, including:
  - potential benefits and drawbacks.
  - potential problems in recuperation.
  - the likelihood of success.
  - the possible results of non-treatment, and
  - any significant alternatives.
- appropriate pain management.
- information about outcomes of care, including unanticipated outcomes, so you can participate in care decisions.
- participate in ethical decisions that arise in the course of your care.
- refuse to be examined, observed or treated by trainees, students or any other staff member without jeopardizing your access to medical care and attention.
- refuse to serve as a research subject.
- refuse treatment.
- access protective services, such as protective intervention for vulnerable or abused adults or children.
- a smoke-free environment.
- inspect your medical records and to receive a copy, for a fee, based on copying costs, in accordance with section 70 of chapter 111 of the General Laws of Massachusetts.

- an explanation of the cost of proposed treatment, if you request it.
- examine an explanation of an itemized bill reflecting laboratory charges, pharmaceutical charges and third party credits regardless of the source of payment, and to have the same information made available to the attending physician, if you request it.
- receive an itemized copy of the bill or other statement of charges submitted to any insurance company or third party for your care, and to have a copy sent to your attending physician.
- information about financial assistance or free care, if you request it.
- prompt and adequate responses to all reasonable requests, within MIT Medical's capacity to respond.
- an explanation of the relationship, if any, of MIT Medical or any health care provider at MIT Medical, to any other health care facility or educational institution if this relates to your care or treatment, if you request it.
- obtain a copy of any rules or regulations of MIT Medical that may to apply to your care as a patient.

While MIT Medical does not anticipate such situations developing, state law requires us to advise you that you are entitled to prompt and safe transfer to a facility that agrees to treat you if MIT Medical refuses treatment because of lack of eligibility, economic status or lack of source of payment.

A copy of the complete Patient Rights legislation (chapter 111, section 70 of the General Laws of the Commonwealth of Massachusetts as enacted in 1979 and amended in 1979, 1983, 1985, 1986, 1987, 1989, 1992 and 1993) is available in E23-277A.

**Patient responsibilities**

As a patient of MIT Medical, you have a key role in helping us provide you with the best possible care, and you have the following responsibilities:

- to provide accurate and complete information about your present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health, as well as any current health care proxy or advance directive designations.
- to ask questions when you do not understand what you have been told about your care or what you are expected to do.
- to follow the treatment plans recommended by clinicians and other health professionals. Let providers know immediately if you do not understand your plan of care or health instructions you are given.
- to participate in and collaborate in your treatment.
- to follow any of MIT Medical's rules and regulations concerning patient care and conduct.
- to be considerate and respectful of other patients and MIT Medical staff and respect MIT Medical property.
- to promptly meet any financial obligation to MIT Medical.

If you are dissatisfied with your care or any aspect of our service, we encourage you to discuss the problem with the clinician or other service provider. If the outcome of this discussion is not satisfactory, or if you prefer to talk the problem over with someone else, please contact the Patient Advocate by calling 617-253-4976 or by email to [advocate@med.mit.edu](mailto:advocate@med.mit.edu). Talking with the Patient Advocate will not jeopardize your care in any way.

**Questions**

MIT Medical's Patient Advocate email: <a href="mailto:advocate@med.mit.edu">advocate@med.mit.edu</a> 617-253-4976	Massachusetts Board of Registration in Medicine 10 West Street Boston, MA 02111 617-727-1788
Massachusetts Department of Public Health 250 Washington Street Boston, MA 02108-4619 617-624-6000	Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Office of Quality Monitoring email: <a href="mailto:complaint@jcaho.org">complaint@jcaho.org</a> 1-800-994-6610