



Edward M. Kennedy Community Health Center wants to provide you with high quality, safe, effective care. Because we want you to be a partner in your care, we want you to know your rights and responsibilities as a patient of the Health Center.

**WE RECOGNIZE YOUR PRIVACY AND RIGHTS.** You have a right to:

- Confidential treatment of all information about your care except as required by state law in the following situations:
  1. In cases where individuals are at serious and imminent risk of hurting themselves or another person.
  2. In cases of abuse or neglect of children.
  3. In cases of abuse or neglect of the disabled, or of persons age 60 and older.
  4. When we are required to report diseases to protect the public health.
- Privacy during any interview, exam, or treatment.
- Refuse to be examined, observed or treated by students or staff without affecting your access to care.
- Refuse to serve as a research subject.
- Access to your health record as prescribed by law and the Center's policy.
- Privacy respecting the source of payment for care and detailed explanation of all charges.
- Talk to someone or get information about any health center bills or costs for services.
- Know the relationship, if any, between the Center or its providers and any other health care facility or educational institution.
- Have someone come with you who will advocate and/or act on your behalf during your health center visits.
- Life saving treatment, even if you don't have insurance or cannot pay.
- Be told about all the ways breast cancer can be treated (if you have breast cancer).
- Be informed and offered emergency contraception (if you are a female rape victim).

These rights are in compliance with Massachusetts General Laws Chapter 111, section 70E. A copy is available on request.

Edward M. Kennedy Community Health Center, Inc. does not discriminate against any person because of age, race, color, religious creed, ethnicity, national origin, culture, language, socioeconomic status, sex, handicap (disability), veteran status, sexual orientation, gender identity or expression in the provision of or access to services and activities.

**WE RECOGNIZE YOUR DIGNITY.** You have a right to:

- Be fully informed of Health Center services and policies.
- Be addressed in a manner that is comfortable to you.
- Be treated with respect and dignity.
- Know the name and qualifications of the persons involved with your care.
- Convenient appointment times, prompt attention, and an explanation if you are kept waiting.
- Consultation from another provider, if desired.
- Freedom to choose your provider or facility to the extent we are able to accommodate that choice.
- Take part in all decisions regarding your care, with explanations for examinations and tests (informed consent).
- Evaluation and effective management of pain, including information about options for pain relief.
- An interpreter at no cost to you.
- Have any reasonable requests responded to as quickly as we can.

**WE ASK THAT YOU RECOGNIZE YOUR RESPONSIBILITIES.**

- Keep your appointments
  - If you cannot keep your appointment, call and give us as much notice as possible, so that another patient may use this valuable time.
- Talk to us
  - Give an accurate and complete health history. Your provider may base many of his/her recommendations on this information.
  - Let us know if you do not understand the health care instructions you receive, or if you feel you cannot follow these instructions.
- Help us to meet our expenses
  - Keep your health insurance up to date.
  - Bring your health coverage information to every visit.
  - Pay your bills and co-pays promptly.
- Treat staff with respect and dignity.
- Be considerate of the Health Center's property as well as other patients and their property.
- Follow the rules and regulations of the Health Center.

**Let us know how we can improve.** If you feel your rights have not been respected, or if you wish to report on a service, please do so by talking with the Department Head who supervises that service or talk with the President & CEO. Any one of these people will be happy to serve you. If we do not respond to your complaint about the safety of your care, you may contact the Massachusetts Department of Public Health Division of Health Care Quality Hotline 1-800-462-5540 or the Joint Commission Office of Quality Monitoring by calling 1-800-994-6610 or e-mailing [complaint@jcaho.org](mailto:complaint@jcaho.org). For concerns about discrimination, you have the right to file a complaint with the U.S. Department of Health and Human Services, Office of Civil Rights. 1-800-368-1019.