AS A PATIENT OF THIS COMMUNITY HEALTH CENTER,

YOU HAVE THE RIGHT TO:

1. Choose your doctor or nurse
2. Get a bill with a list of charges
3. Know the names and jobs of the people who take care of you
4. Have your records seen only by your doctor or nurse
5. Get an answer quickly when you ask something
6. Know how we work with other places to take care of you
7. Get a copy of our patient rules
8. Know about free and low cost health care
9. See your records and get a copy of them
10. Say no to having students or observers help take care of you
11. Say no to being in research or education projects
12. Be alone with your doctor or nurse when they treat you
13. Be treated right away if you might die, even if you don't have insurance or cannot pay
14. Know the facts about any test or treatment before you say yes to it
15. Get copies of bills we send to other places that take care of you
16. Know how your doctor works with the other places that take care of you—including if he or she is paid by them
17. Get copies of bills to or payments from your insurer or health care program
18. For patients with breast cancer, to be told about all the ways it can be treated
19. For patients getting breast implants, to be told about all the risks
20. For women having a baby, to know the facts about all the things we may do during labor and birth
21. Get help with pain

The above is a summary of Massachusetts General Law, Title XVI, Chapter 111, Section 70E, Patients' and Residents' Rights. For a copy of the complete law, ask the receptionist.

MASSACHUSETTS LEAGUE
OF COMMUNITY HEALTH CENTERS

2006