

Patient Rights

Health Quarters is committed to providing quality health care. It is our pledge to provide this care with respect and dignity. In keeping with this pledge and commitment, we present the following:

You have the right to:

- Choose your health care provider.
- Get a bill with a list of charges.
- Know the names and jobs of the people who take care of you.
- Confidentiality of all records and communications.
- Get an answer quickly when you ask something.
- Know how we work with other places to take care of you.
- Get a copy of our patient rules.
- Know about free and low cost health care.
- See your records and get a copy of them.
- Say no to having students or observers help take care of you.
- Say no to being in research or education projects.
- Privacy during your medical care.
- Prompt life-saving treatment in an emergency, even if you don't have insurance or cannot pay.
- Know the facts about any test or treatment before you say yes to it.
- Get copies of bills we send to other places that take care of you.
- Know how your doctor works with other places that take care of you-including if he or she is paid by them.
- Get copies of bills to or payments from your insurer or health care program.
- Be referred to a specialist if you have breast cancer.
- Be offered emergency contraception if you are a female rape victim.

You are responsible for:

- Knowing your health care clinician's name and title.
- Giving your clinician correct, complete health history information, past and present illnesses, medications & hospitalizations.
- Providing staff with correct and complete name, address, telephone and emergency contact information each time you see your clinician so we can reach you in the event of a schedule change or to give medical instructions.
- Providing staff with current and complete insurance information, including any secondary insurance, each time you see your clinician.
- Signing a "Release of Information" form when asked so medical records from other clinicians involved in your care can be sent to HQ.
- Telling your clinician about all prescription medication(s), alternative, i.e. herbal or other, therapies, or over-the-counter medications you take. If possible, bring the bottles to your appointment.
- Telling your clinician about any changes in your condition or reactions to medications or treatment.
- Asking your clinician questions when you do not understand your illness, treatment plan or medication instructions.
- Following your clinician's advice. If you refuse treatment or refuse to follow instructions given by your health care clinician, you are responsible for any medical consequences.
- Keeping your appointments. If you must cancel your appointment, please call the health center at least 24 hours in advance.
- Paying copayments at the time of the visit or other bills upon receipt.
- Following the office's rules about patient conduct; for example, there is no smoking in our office.
- Respecting the rights and property of our staff and other persons in the office.

It is the policy of Health Quarters to treat all patients and not to discriminate with regard to race, ethnicity, age, sex, gender identity/gender expression, sexual orientation, socioeconomic status, religion, insurance status, country of origin/immigration status, physical, or mental ability. No one will be denied services because of an inability to pay.

If you have questions or need to report discrimination please call: (978) 522-5206

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