

PATIENT RIGHTS AND RESPONSIBILITIES



HEALTH SERVICES

OCHS respects the rights of all people that enter our doors and participate in our services. Together we are responsible for creating and maintaining a culture of health, respect, integrity, safety, and compassion.

We recognize seeking care is sometimes a scary, painful or vulnerable experience that can trigger all kinds of emotions. We recognize that many individuals have experienced challenges receiving competent, respectful care due to their identity and/or life circumstances. We want to make space for these truths and ensure that all people at OCHS feel welcomed, safe, and respected.

The following statement describes your Rights and Responsibilities as a patient or client of Outer Cape Health Services and provides instruction on what to do if you have concerns about your care and experience.

PATIENT RIGHTS

You have the right to:

- Be treated in a caring, respectful and dignified way, without regard to race, religion, cultural values, disability, sex, or age.
- Receive care in a safe setting, free from all forms of abuse or harassment, and any act of discrimination or reprisal.
- Be provided appropriate privacy, including personal privacy; and be examined and discuss concerns in private with your healthcare clinician.
- Know the names of the healthcare clinicians who are taking care of you and how they will help you or provide care.
- Make informed decisions regarding your medical care, including the decision to discontinue treatment.
- Have access to resources that facilitate effective communication with your physician or other health care clinician.
- Receive prompt, life-saving treatment in an emergency without regard to your economic status or source of payment.
- Be assured of a confidential medical record, which will only be released when authorized by you except when release is required by law.
- Review your medical records and receive a copy for a reasonable fee.
- Request and receive information about your diagnosis, treatment and prognosis.

- Receive information relative to financial assistance and request an itemized bill reflecting charges from the healthcare clinician and/or facility.
- 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.
- Change your healthcare clinician if other qualified healthcare clinicians are available.
- Be free from all forms of abuse or harassment.
- Fairly and openly voice your complaint or concern, without fear of discrimination or reprisal, when the quality of the care or services you have received does not meet your expectations.
- Be seen regardless of your lack of insurance or inability to pay for services. A sliding fee discount schedule is available for patients at or below 200% of the federal poverty level.

If you have a problem that you cannot solve with your healthcare clinician(s) or health center site director, you may contact Outer Cape Health Services at 774-209-3200; the Section 504 Coordinator at 508-905-2820; Massachusetts Behavioral Health Partnership 100 Washington Street, Suite 301, Boston, MA 02118-5002 at 1-800-495-0086 or by fax at 877-335-5452; the Medicare Ombudsman at 1-800-MEDICARE, www.cms.hhs.gov/center/ombudsman.asp; the Massachusetts Office of Patient Protection at 1-800-436-7757, with the Office of National Coordinator for Health Care Information Technology at <https://www.healthit.gov/topic/information-blocking>. C3 members can file a grievance with Community Care Cooperative (C3), Member Advocates – Grievance, 75 Federal Street, 7th floor, Boston, MA 02110 or at 866-676-9226 (TTY 711) or to NCQA customersupport@ncqa.org or mail (1100 13th Street, NW, Suite 1000, Washington, DC, 20005).

PATIENT RESPONSIBILITIES

OCHS Code of Conduct

OCHS prohibits the following:

- Possessing firearms or other weapons while on OCHS property.
- Physically harming, assaulting or endangering others.
- Threatening staff or patients/visitors, verbally or in writing.
- Yelling or any form of disruptive, intimidating or aggressive speech or actions toward staff or patients/visitors.
- Use of discriminatory, derogatory or culturally insensitive identity-based slurs, gestures or behaviors.
- Damaging business equipment, or property.
- Any behavior that is not consistent with our culture of respect, safety and privacy

Individuals who fail to meet these responsibilities of conduct, may be subject to removal from the facility or discharge from the practice.

You have the following responsibilities:

- To provide complete and accurate information about your present health status and your complete medical history, including illnesses, hospitalizations, medications, allergies, and any other matters relating to your health.
- To ask questions of any member of your treatment team about your diagnosis or treatment.
- To tell health care providers if you don't understand or think you will not be able to do what is being asked.
- To participate in treatment decisions, follow treatment recommendations and instructions, and inform your healthcare clinician(s) when you feel you cannot follow the prescribed treatment.
- To inform your healthcare clinician(s) of unexpected changes in your medical condition(s).
- To comply with all Outer Cape Health Services rules and regulations as they relate to your care, safety, and conduct as a patient.

- To keep appointments or notify us as soon as possible if you are unable to keep an appointment.
- To present your valid insurance card(s) and photo identification at each appointment.
- To know your benefits, including treatment and services covered and not covered by insurance.
- To inform your healthcare clinician(s) about any living will, medical power of attorney or other directive that affects your care.
- To keep Outer Cape Health Services smoke free by following the No Smoking Policy at all health centers and pharmacies.
- To only bring Service Animals into Outer Cape Health Services health centers and pharmacies. Therapy, companion, or emotional support animals and other pets are not allowed at any of our locations.
- To maintain confidentiality of staff and other patients by not taking cell phone pictures or audio/video recordings.