

## NEWTON WELLESLEY SURGEONS, INC.

### **PATIENT RIGHTS & RESPONSIBILITIES**

1. The patient shall be afforded considerate and respectful care.
2. Upon request, the patient shall be furnished with the name of the physician and/or certified registered nurse practitioner responsible for coordinating his/her care.
3. Upon request, the patient shall be furnished with the name of the physician or other person responsible for conducting any specific test or other medical procedure performed in connection with the patient's treatment.
4. The patient shall have the right to refuse any treatment to the extent permitted by law.
5. The patient's right to privacy shall be respected to the extent consistent with providing adequate medical care to the patient and with the efficient administration of the provider. Nothing in this section prohibits discreet discussion of a patient's case or examination by appropriate medical personnel.
6. The patient's right to privacy and confidentiality shall extend to all records pertaining to the patient's treatment except as otherwise provided by law. (See the Notice of Privacy Practices for more information about the privacy of the medical information.)
7. If the provider proposes to use the patient in any human experimentation project, it shall first thoroughly inform the patient of the proposal and offer the patient the right to refuse to participate in the project.
8. Upon request, the patient shall be allowed to examine and shall be given an explanation of the bill irrespective of the source of payment of the bill.
9. Upon request, the patient shall be permitted to examine any pertinent provider rules and regulations that specifically govern the patient's treatment.
10. The patient shall be offered treatment without discrimination as to race, color, creed, national origin, gender, religion, source of payment, sexual orientation, age, gender identity or expression, handicapping condition or degree of handicap.
11. Patients shall be provided with a summarized medical bill within thirty (30) days of receiving services from provider. Upon request, the patient shall be furnished with an itemized copy of his or her bill.
12. No charge shall be made for furnishing a health record or part of a health record to a patient, his or her attorney or authorized representative if the record or part of the record is necessary for the purpose of supporting an appeal or claim related to the Social Security Act, the Workers' Compensation Act, or any federal or state needs-based benefit program such as Medical Assistance, RIte Care, Temporary Disability Insurance (TDI) or unemployment compensation. The provider shall furnish a health record requested pursuant to this section within thirty (30) days of the request.
13. The patient shall have the right to have his or her pain assessed on a regular basis.
14. The provider shall provide the patient/family with written information concerning its policies on advance directives, including a description of any applicable state law.

**The patient is responsible for:**

1. Being considerate of other patients and personnel and for assisting in the control of noise and other distractions.
2. Respecting the property of others and the provider.
3. Reporting whether he/she clearly understands the planned course of treatment and what is expected of him/her.
4. Keeping appointments and, when unable to do so for any reason, notifying the provider.
5. Providing personnel with the most accurate and complete information regarding present complaints, past illnesses and hospitalizations, medications, unexpected changes in condition or any other health matters.
6. Observing prescribed rules of the provider during his/her treatment.
7. Promptly fulfilling his/her financial obligations to the provider.