

# Women's Health of Central Massachusetts

## Patient Bill of Rights

- Our patients have the right to be treated with dignity and respect regardless of race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation, or method of payment.
- Our patients have the right to expect that all communications and records pertaining to their care, be treated as confidential.
- Patients have the right to review the PWC financial, insurance and HIPAA authorizations for payment and treatment.
- Our patients have the right to obtain current information concerning diagnosis, treatment, and prognosis, in terms they can be reasonably expected to understand.
- For patients who are unable, or it is not advisable, the information will be made available to an authorized family member or other representative for medical decision making.
- Our patients have the right to receive from their provider, any information necessary to give informed consent prior to the start of any procedure and/or treatment, the medically significant risks involved, and the alternatives for care or treatment.
- Our minor patients are entitled to certain protections per the state of CT/MA guidelines "Treatment of Minors".
- Our patients have the right and the responsibility to be involved in decisions regarding the medical care that they receive.
- Our patients have the right to refuse any treatment.
- Our patients are expected to assume reasonable responsibilities to promote the success of their care, including recommended plans of care. These responsibilities include healthy dietary and exercise habits, disclosing all relevant information to their providers, and following providers' advice.
- Our patients have the right to an unbiased resolution of their complaints regarding billing, providers, or facilities.
- Our patients have the right to interpreter services at no cost to them.



*A proud medical affiliate of Women's Health Connecticut*