

## PATIENT RIGHTS

1. Considerate and respectful care, including prompt life saving treatment in emergency care, provided in a safe environment, free from all forms of abuse or harassment. The patient may exercise these rights without regard to sex or cultural, economic, educational or religious background or the source of payment for care.
2. Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discretely. The patient has the right to be advised as to the reason for the presence of any individual involved in his or her healthcare.
3. Confidential treatment of all communications and records pertaining to his/her care and his/her visit at the facility. Except when required by law, patients are given the opportunity to approve or refuse their release.
4. Access to information contained in his/her medical record within a reasonable time frame (within 48 hours of request, excluding weekends and holidays) to include information regarding diagnosis, evaluation, treatment and prognosis. If medically inadvisable to give such information to the patient, a person designated by the patient, or a legally authorized person shall have access. Have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient. The patient also has the right to copies of medical information that will be processed within 7-10 business days. Fees may apply.
5. Participate in the development and implementation of his/her plan of care and actively participate in decisions regarding his/her medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment.
6. Information concerning any of the above patient rights is available to all patients and staff as well as the following information:
  - Patient Responsibilities and expected patient conduct
  - Services provided at the facility and reasonable responses to any reasonable request he/she may make for service.
  - The continuing healthcare requirements following his/her discharge from the facility. The facility is not for emergency care, therefore all after hours' care will be directed to the closest emergency room.



# Hawthorn Medical

---

- Upon request and prior to the initiation of care or treatment, get an estimate of the facility charges, potential insurance payments and an estimate of any co-payment, deductible, or other charges that will not be paid by insurance. The patient also has a right to information regarding financial assistance and itemization of billing.
- Examine and receive the fees for service, the explanation of his/her bill, and the payment policy regardless of source of payment.
- Refuse to participate in experimental research
- Be advised of the policy on advance directives, and living wills in the facility and to be given information upon request.
- Knowledge of the credentialing process for medical staff is available upon request.

7. Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and healthcare providers who will see him/her. The patient has the right to change the primary physician if another is available.

8. Marketing or advertising utilized by the facility identifying competence and skill of the organization is not misleading to the patient.

9. It is the policy of the facility that all physicians will carry malpractice insurance.

10. Be advised of the facility's grievance process should the patient wish to communicate a concern regarding the quality of the care received.

11. Become informed of his/her rights as a patient in advance of, or when discontinuing, the provision of care. The patient may appoint a representative to receive this information should he or she so desire.

12. Receive information from his/her physician about the illness, his/her course of treatment (including unanticipated outcomes), and prospects for recovery in terms that he/she can understand.

13. Receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse the course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in the treatment, alternate course of treatment or non-treatment and the risks involved in each and to know the name of the person who will carry out the procedure or treatment.

14. Appropriate assessment and management of pain.



# Hawthorn Medical

15. Remain free from seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
16. Have a family member or representative of the patient's choice notified promptly if patient is transferred to another facility.
17. Leave the facility even against the advice of his/her physician or refuse to be examined.
18. Know which facility rules and policies apply to his/her conduct while a patient.

**All facility personnel, medical staff members and contracted agency personnel performing patient care activities shall observe these patients' rights.**

## PATIENT RESPONSIBILITIES

**The care a patient receives depends partially on the patient themselves. Therefore, in addition to these rights, a patient has certain responsibilities as well. These responsibilities should be presented to the patient in the spirit of mutual trust and respect.**

1. The patient has the responsibility to provide accurate and complete information concerning his/her present complaints, past illnesses and hospitalizations and other matters relating to his/her health, including any medications including over the counter products and dietary supplements.
2. The patient is responsible for reporting perceived risks in their care and unexpected changes in their condition to their responsible practitioner.
3. The patient and family are responsible for asking questions when they do not understand what they have been told about the patient's care or what they are expected to do.
4. The patient is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
5. The patient is responsible for keeping appointments and for notifying the facility or physician when he/she is unable to do so.
6. The patient is responsible for his/her actions should he/she refuse treatment or not follow his/her physician's orders.
7. The patient is responsible for assuring that the financial obligations of his/her care are fulfilled as promptly as possible.



# Hawthorn Medical

8. The patient is responsible for following facility policies and procedures.
9. The patient is responsible for being considerate of the rights of other patients and facility personnel.
10. The patient is responsible for being respectful of his/her personal property and that of other persons in the facility.
11. The patient is responsible to inform his/her provider about any living will, Medical Power of Attorney, or other directive that could affect his/her care.
12. The patient is responsible to provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.

Inform the Administration of Hawthorn Medical Associates, LLC immediately (at 508-996-3991) if you believe any of your rights have been or may be violated, or if you choose, you may contact one of the following institutions:

**MASSACHUSETTS BOARD OF  
DEPARTMENT**

**REGISTRATION IN MEDICINE**

560 Harrison Avenue - Suite G4  
Boston, MA 02118  
800-377-0550

**MEDICARE BENEFICIARY OMBUDSMAN**

[www.medicare.gov/ombudsman/resources.asp](http://www.medicare.gov/ombudsman/resources.asp)  
800-MEDICARE (800-633-4227)

**MASSACHUSETTS**

**OF PUBLIC HEALTH**

Division of Health Care Quality  
99 Chauncy Street 2<sup>nd</sup> Floor  
Boston, MA 02111  
800-462-5540

*Hawthorn Medical Associates is owned by Hawthorn Medical Associates, LLC.*