 Community Health Connections <i>We take great care of you!</i>	Subject: Patient Rights and Responsibilities	<u>Med Trainer:</u> Documents and Policies Binder/ Patient Rights Folder
Original Date: Patient Information Packet Supersedes Date: May 9, 2022 Effective Date: May 30, 2025	Dept: All Site: All	

Policy:

Community Health Connections (CHC) will inform patients, in writing, of **Patient Rights** upon registration as a patient.

Purpose:

To ensure that patient care and services are delivered to all patients in accordance with Federal laws and regulations, Commonwealth of Massachusetts laws and regulations and CHC policy and practices.


Implementation:

CHC does not discriminate in consumer care, service delivery or any business activity. Patients have the right to treatment without *discrimination* as to race, color, age, religion, sex, national origin, socioeconomic status, sexual orientation, gender identity/expression, disability, veteran status, past medical history or the ability to pay.

1. Patients are given a copy of **Patient Rights and Patient Responsibilities and Code of Conduct** at the time of patient registration, and at any time upon request. All copies of these forms are also made continuously accessible on the CHC website.
2. **Patient Rights** are posted in all department waiting areas in accordance with 105CMR 140.303.

Included on the patient rights handout is information of who/where they can report concerns:

- Quality of Care, Patient Rights, Safety Concerns, Complaints and Grievances may be reported to Community Health Connections' Chief Operating Officer, 326 Nichols Road, Fitchburg, MA 01420, 978-878-8100;
- The Massachusetts Board of Registration in Medicine, 200 Harvard Mill Square, Suite 330, Wakefield, MA 01880, 781-876-8200;
- The Department of Public Health, Complaint Unit, 99 Chauncey Street, Boston, MA 02111, 617-753-8000;
- The Office for Civil Rights, JFK Federal Building, Rm 1875, Government Center, Boston, MA 02203, 800-368-1019
- The Bureau of Substance Addiction Services Complaint Line at 617-624-5171, **Section 1557 Compliance Coordinator**, 1 Ashburton Place, 11th Floor, Boston, Massachusetts 02108

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Attachments:

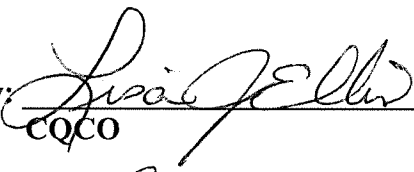
- Patient Rights (English, Spanish, Portuguese)
- Patient Responsibilities and Code of Conduct (English, Spanish, Portuguese)

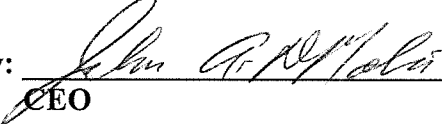
Cross Reference:

- Sliding Discount Fee Program Policies and Procedures

References:

- Title VII, Civil Rights Act of 1964
- Title I of the Americans with Disabilities Act of 1990
- Federal Law (OBRA 1990, P.L. 101-508)
- MGL 111-chapter 70E
- 105 CMR 140.303

Approved by:  Date: 6/3/2025
CQCO

Approved by:  Date: 6/3/2025
CEO