

**AS A PATIENT OF THIS HEALTH CENTER,  
YOU HAVE THE RIGHT TO:**

1. Choose your doctor or nurse;
2. Get a bill with a list of charges;
3. Know the name and the jobs of people who take care of you;
4. Have your records seen only by your healthcare provider;
5. Get an answer quickly when you ask something;
6. Know how we work with other places to take care of you;
7. Get a copy of our patient rules;
8. Know about free and low cost healthcare;
9. See your records and get a copy of them;
10. Say no to having students or observers help take care of you;
11. Say no to being in research projects;
12. Be alone with your healthcare provider when they treat you;
13. Be treated right away if you might die, even if you don't have insurance or cannot pay;
14. Know the facts about any test or treatment before you say yes to it;
15. Get copies of bills we send to other places to take care of you;
16. Know how your healthcare provider works with the other places that take care of you—including if he or she is paid by them;
17. Get copies of bills to or payments from your insurer or healthcare program;
18. For patients with breast cancer, to be told about all the ways it can be treated;
19. For patients getting breast implants, to be told about all the risks;
20. For women having a baby, to know the facts about all the things we may do during labor and birth;
21. Get help with pain.

The above is a summary of Massachusetts General Law, Title XVI, Section 70E, Patients' and Residents' Rights.

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, Room 1875, Government Center, Boston, MA 02203, 800-368-1019; The Bureau of Substance Addiction Services Complaint Line at 617-624-5171.

Patients have the right to treatment without *discrimination* to race, color, age, religion, sex, national origin, socioeconomic status, sexual orientation, gender identity or expression, disability, veteran status, past medical history, or the ability to pay.

