

Patient Rights and Responsibilities

Your Rights as a Patient

We at Allergy West, support the rights of our patients. Because we want you to know your rights as a patient, we provide here a condensed version of the Massachusetts patients' Bill of Rights.

We encourage you to take an active role in your plan of care, including understanding your treatment and care.

If you do not understand the treatment you are receiving, or if you are uncomfortable about a treatment proposed by your physician, please express your concerns and ask for more information.

In addition, please keep in mind the following rights available to all Allergy West patients:

- You have the right to obtain the name and specialty of the doctor or other person responsible for your care.
- You have a right to confidentiality of all records and communications concerning your medical history and treatment to the extent provided by law.
- You have a right to a prompt response to all reasonable requests.
- You have a right to request and receive an explanation to the relationship, if any, of this practice and your doctor to any other health care facility or educational institution insofar as any such relationship relates to your care.
- You have a right to request and receive a copy of any rules and regulations, which apply to your conduct as a patient.
- You have a right upon request to inspect your medical records and, for a reasonable fee, to receive a copy.
- You have a right to refuse to be observed, examined or treated by students or any other staff without jeopardizing your access to care.
- You have a right to refuse to participate as a research subject.
- You have a right to the extent reasonably possible to privacy during medical treatment or other care.
- You have a right to prompt life-saving treatment without discrimination due to economic status or source of payment.
- You have a right to informed consent to the extent provided by law.
- You have a right to request and receive an itemized explanation of your bill.
- You have a right, if refused treatment because of economic status or lack of source of payment, to prompt and safe transfer to another facility.

If you have questions about your rights as a patient, please call the office at 978-619-5447. Additionally you may discuss any concerns with the Department of Public Health at 617-753-8000 or the Board of Registration in Medicine at 617-654-9800.

Your Responsibilities as a Patient

As a patient at Allergy West, we ask that you take the following responsibilities:

- To provide accurate, complete information about your present condition, past illnesses, previous hospital stays, medications and any other matters relating to your health.
- To ask questions when you don't understand information or instructions.
- To report to your healthcare providers unexpected changes in your medical condition.
- To participate in treatment decisions, follow treatment recommendations and instructions, and inform your healthcare providers when you believe you cannot follow the prescribed treatment.
- To follow practice rules and regulations affecting your care.
- To be considerate of the rights of others in the practice, and to follow practice policy about controlling noise and smoking.
- To provide the practice with insurance information and to fulfill financial obligations to the practice.
- To discuss with your caregiver what to expect regarding pain and pain management, and to discuss any worries you may have about taking pain