



PATIENT RIGHTS & RESPONSIBILITIES

AS A VALUED PATIENT OF NEW ENGLAND CANCER SPECIALISTS, YOU HAVE THE RIGHT TO...

- Be fully informed in advance about any care/service to be provided, including the disciplines of caregivers, the frequency of visits, and any changes to the plan of care.
- Be informed of your financial responsibility prior to receiving any care or service.
- Receive information about the scope of the services that our organization can provide and the limitations of those services.
- Participate in and be informed of all aspects of your care, including your condition, treatment options, possible outcomes, and the names of the persons delivering your care.
- Make choices about your care by participating in care decisions, including accepting or refusing treatment after the consequences of accepting or refusing have been fully explained to you.
- Complete Advance Directives, identifying your spokesperson, accepting or declining participation in research—and having these choices honored.
- Be treated respectfully, considerately, and with dignity as regards your personal and cultural values, religious or spiritual traditions, and personal abilities and preferences.
- Be able to identify visiting personnel members through proper identification.
- Be free from mistreatment, neglect, verbal, mental, sexual or physical abuse, including injuries of an unknown source and misappropriation of client/patient property.
- Voice grievances/complaints regarding treatment, care or lack of respect of property, or to recommend changes in policy, personnel, or care/service, without restraint, interference, coercion, discrimination or reprisal—and to have those grievances/complaints investigated.
- Confidentiality and privacy of all information contained in the client/patient record, and to have Protected Health Information (PHI).
- Be advised on our policies and procedures regarding the disclosure of clinical records.
- Choose your healthcare provider, including an attending physician, if applicable.
- Be informed of any financial benefits when referred to an organization.

YOU ALSO HAVE CERTAIN RESPONSIBILITIES TO YOUR HEALTHCARE PROVIDERS:

- Respect and take into consideration the rights of other patients, physicians, and staff.
- Provide information that your health care team requires about prior illnesses, your pain, medications, and allergies.
- Be involved. Ask for information or clarification about your health status or treatment if you do not understand either information or directives.
- Be responsible for providing necessary insurance information for claims processing, and notifying the staff of any changes to your insurance.