Chapter 111, Section 70E

At Upham’s Corner Health Center (UCHC) we support your right to know about your health and any illness, and your right to participate in decisions that affect your well-being.

In Massachusetts there is a law designed to help protect the rights of patients in health care facilities: Massachusetts General Law, Chapter 111, Section 70E.

The patient rights in the Massachusetts law are included in summary form below. Along with rights, come responsibilities. Patient responsibilities are included on the other side of this brochure. If you have any questions about these Rights and Responsibilities, or would like a complete set of the Patient Rights as they appear, word-for-word in the Massachusetts General Law, please call the Director of Operations at 617-287-8000 x8160 OR the Practice Coordinator at 617-287-8000 x8107.

[The MGL can be viewed at this web address: https://malegislature.gov/Laws/GeneralLaws/PartI/TitleXVI/Chapter111/Section70E]

YOUR RIGHTS

- To receive medical care at UCHC that meets the highest standards, regardless of your race, religion, national origin, any disability or handicap, gender, sexual orientation, military service, or source of payment.
- To receive care that is considerate of your culture and respectful of your personal beliefs and preferences.
- To be involved in your plan of care including to take part in decisions relating to your health care requests and or refusals for treatment and services.

- To privacy during medical treatment or any other care and treatment within UCHC’s capacity.
- To have all reasonable requests responded to promptly and adequately within the capacity of UCHC.
- Upon request, to obtain from UCHC the name and specialty, if any, of the physician or other person responsible for your care or the coordination of that care.
- To make an informed decision regarding the care you will receive including the right for you or your representative to receive information prior to treatment including information about your health status, risks, benefits, potential complications and alternatives, before consenting to or refusing treatment.
- Upon request, to obtain an explanation as to the relationship, if any, of UCHC or your physician to any other healthcare facility or educational institution if/as said relationship relates to your care or treatment.
- Upon request, to obtain a copy of any UCHC rules or regulations which apply to your conduct as a patient. [“See "Patient’s Responsibilities" on the opposite page.”]
- Upon request, to receive a copy of the bill or other statement of charges submitted to any third-party by UCHC for your care.
- To inquire and receive information about the possibility of financial aid and public assistance. For inquiries related to financial aid and public assistance, please contact the Benefits Department at 617-287-8000 x5208.
- To confidentiality of all communications and records to the extent provided by law.
- Upon request, to access the information contained in your medical records and to receive a copy of any requested records within a reasonable time frame, as quickly as the Medical Records Department permits, in accordance with Massachusetts General Laws, Chapter 111, Section 70E.

[UCHC policy requires patients to request access to/copies of their medical records in writing on a specific form. This form can be provided upon request.]

- To refuse to be examined, observed or treated by students or any other UCHC staff without jeopardizing access to psychiatric, psychological or other care or attention.
- To refuse to serve as a research subject and to refuse any care or examination when the primary purpose is educational or informational rather than therapeutic.

- To prompt lifesaving treatment in an emergency without discriminating on account of economic status or source of payment and without delaying treatment for purposes of prior discussion of the source of payment unless such delay can be imposed without material risk to health.

- If you are a female rape victim of childbearing age and/or a victim of sexual assault of any age, to receive medically and factually accurate written information prepared by the commissioner of public health about emergency contraception; to be promptly offered emergency contraception; and to be provided with emergency contraception upon request.

- To complete information from your provider on all alternative treatments that are medically viable in the event that you are suffering from any form of breast cancer.
- To receive information tailored to your age, language and ability to understand. If you are a patient with limited English proficiency, UCHC will provide access to meaningful communication via a qualified interpreter service provided either in person, or via telephone. If you are a patient who is deaf or hard of hearing, UCHC will request a certified interpreter from the Massachusetts Commission for the Deaf and Hard of Hearing.

Any person whose rights under this section are violated may bring, in addition to any other action allowed by law or regulation, a civil action under Sections 60B to 60E, inclusive, of Chapter 231.
PATIENT’S RESPONSIBILITIES

As a patient at Upham’s Corner Health Center, you also have responsibilities that assist us in providing you with the best possible care:

✓ Choose a primary care provider.
✓ Be on time for your scheduled appointments.
✓ Call us if you are going to be late. If you are going to be more than 15 minutes late, we will likely need to re-schedule.
✓ Tell us if your personal information changes, such as address and phone number so that we can reach you for test results and other important health reasons.
✓ Bring your insurance or health coverage card with you to every appointment.
✓ Follow medical instructions and ask questions if you do not understand instructions provided.
✓ Give your doctors and other providers the information they need about you and your health that is complete and accurate. Learn as much as you can about your health problems. Follow your provider’s instructions and the treatment plan you and your provider agree on.
✓ Make sure your doctors and other providers know about all the drugs you are taking. This includes prescription drugs, over-the-counter drugs, vitamins, and supplements.
✓ When applying for health coverage or completing a Sliding Fee Discount Application, provide accurate and complete information.
✓ Pay us what you owe for co-payments and any self-payments. (We will work with you on a payment plan as needed.)
✓ Be considerate: We expect that all patients respect the rights of others - in your doctor’s office, other staff offices and in your home when your providers are visiting you. *Please note the following:

*A grievance/complaint may be reported in person to any UCHC staff or management or by phone by dialing 617-740-8010. The UCHC Executive Director may also be contacted to discuss a complaint:

Executive Director
Upham’s Corner Health Center
415 Columbia Road
Dorchester, MA 02125  •  617-287-8000 x8131

UCHC is licensed by the Department of Public Health as a “clinic” and complaints may also be directed to:

Division of Health Care Facility Licensure and Certification
Complaint Intake Unit
99 Chauncy Street
Boston, Massachusetts 02111
800-462-5540 (24-hour consumer complaint line)

Or to:

Consumer Protection Coordinator
Board of Registration in Medicine
200 Harvard Mill Square, Suite 330
Wakefield, MA 01880  •  (781) 876-8200

Filing a Complaint/Grievance:
Any patient (or representative of a patient) that is either dissatisfied with the treatment, service, lack of service, feels that their privacy has been violated, or that they have been discriminated against, will be requested to participate in the UCHC grievance/complaint process. All filed grievances/complaints are investigated in a prompt, equitable and thorough manner.