

Patient Rights and Responsibilities

It is the goal of **New England Health Imaging** to efficiently provide you with the diagnostic studies that your health care provider has requested. We want to provide this service, keeping in mind your rights and needs, as explained in the Massachusetts law called the **Patient Bill of Rights**. The following is a summary of your rights based on the Massachusetts law. After that, there is a list of what you must do (your responsibilities) to help us give you the best care while you are in our facility.

These are your Rights:

- You have the right to be treated in a caring and polite way without discrimination as to age, race, color, religion, sex, national origin, disability, sexual orientation, or ability to pay.
- You have the right to know all the facts we have about your illness. **Your doctor or other health care provider will give these facts to you.**
- You have the right to know the names of the people who are taking care of you and how they will help you or provide care for you.
- You have the right to say yes to examinations. You also have the right to say no or refuse examinations.
- You have the right to agree to a health care proxy, which tells the practice and doctor how you want to be treated and whom you want to make decisions for you if you cannot speak for yourself at the time.
- You have the right to be examined in private by your doctor or other health care giver, and you have the right to talk to your doctor in private.
- You have the right to look at your medical records and get a copy for a reasonable fee.
- You have the right to take part in a research study if you are asked. You also have the right to say no if you do not want to take part.
- You have the right to expect that we will try to get back to you as quickly as possible when you ask us to do something.
- You, your family, or your guardian has the right to tell us when something is seriously wrong. This is called presenting a complaint. If you present a complaint, your care will not be affected in any way. Also, if you have a problem that you cannot solve with your doctor, nurse, or other caregiver, please call the administrator at any of our centers 800-979-4674.

These are your Responsibilities:

In order to provide you with the best care, we need your help and cooperation. In that spirit we request that you:

- Be honest with us and tell us all you know about your present condition, including other studies you have had and anything else you know about your health that would help us.
- Tell us if you do not understand what our staff is saying to you or if you do not understand what they are telling you to do; also please tell us if you think you will not be able to do what is asked of you during your exam.
- Respect the right of other patients to get medical care without being disturbed.
- Observe the NO SMOKING rules of this practice.
- Give the staff all the information they will need about the payment of your medical care.