

Massachusetts Institute of Technology
Medical Department
77 Massachusetts Avenue, E23
Cambridge, MA 02139

Patient Rights and Responsibilities

Your rights and responsibilities

At MIT Medical our goal is to provide high quality, easily accessible medical care. Underlying our commitment to quality care is respect for your individual needs and rights. Our entire staff of health care professionals and other personnel supports your right to know about your illness, the care you will be given, the likely outcomes and the known potential risks of that care, and to participate in decisions about your care, including appropriate pain management. We will maintain a private and secure area during treatment, and keep your records confidential.

Massachusetts state law safeguards many provisions of our patient rights policy. If you are admitted to our Inpatient Service, or receive care from any of our health care providers, you have the right to request certain information about your treatment, our records, and your bill.

If you are dissatisfied with your care or any aspect of our service, we encourage you to discuss the problem with the physician or other provider of service. If the outcome of this discussion is not satisfactory, or if you prefer to talk the problem over with someone else, we have a Patient Advocate on our staff who will work to resolve your concerns. You can reach the Patient Advocate by calling 617-253-4976 or by mail to E23. Talking with the Patient Advocate will not jeopardize your care in any way.

Quick summary

You have a basic right to know what's going on with your health care. If there's something you don't understand, we strongly encourage you to ask any member of our staff.

Your right to treatment

As a patient of MIT Medical you have the right to:

- the name and specialty of the physician or other person responsible for your care or for coordinating your care, if you request it
- the freedom of choice in selecting a health care provider at MIT Medical (except in an emergency), if the provider is able to accommodate you
- an explanation of the relationship, if any, of MIT Medical or any health care provider at MIT Medical, to any other health care facility or educational institution if this relates to your care or treatment, if you request it
- be informed about and participate in decisions about your care, including informed consent to the extent provided by law
- information about outcomes of care, including unanticipated outcomes, so you can participate in care decisions

- include your family in decisions about your care, if you choose to involve them. You must give us your consent to do this and tell us who to include in this decision. In this case, family may include persons not legally related to you
- a clear explanation of proposed treatments and procedures, including:
 - potential benefits and drawbacks
 - potential problems in recuperation
 - the likelihood of success
 - the possible results of non-treatment, and
 - any significant alternatives. At MIT Medical we will describe complete medically viable treatment alternatives for any condition. (In the case of breast cancer, however, Massachusetts law requires us to state explicitly that we do so.)
- appropriate pain management, including:
 - information about pain and options for pain relief
 - participating in developing a pain management plan, and
 - quick response to your reports of pain
- care that is considerate and respectful of your personal values and beliefs
- participate in ethical decisions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, forgoing or withdrawal of life-sustaining treatment, and participation in investigational or clinical trials
- appoint a health care proxy to become the decision maker if you become incapable of understanding a proposed treatment or procedure, or you become unable to communicate your wishes regarding care
- access protective services, such as protective intervention for vulnerable or abused adults or children
- as an inpatient, a non-smoking room
- a copy of the MIT Medical regulations on patient conduct, if you request it
- prompt and adequate responses to all reasonable requests, within MIT Medical's capacity to respond
- refuse to be examined, observed or treated by trainees, students or any other staff member without jeopardizing your access to medical care and attention
- refuse to serve as a research subject and to refuse any care or examination when the primary purpose is educational and informational rather than therapeutic. If you choose to serve as a research subject, you have a right to know the expected benefits and potential discomforts and risks
- prompt life-saving treatment in an emergency without harmful delay to discuss payment and without discrimination based on economic status or payment source

- while MIT Medical does not anticipate such situations developing, state law requires us to advise you that you are entitled to prompt and safe transfer to a facility that agrees to treat you if MIT Medical refuses treatment because of lack of eligibility, economic status or lack of source of payment

Your right to privacy

You have the right to:

- confidentiality of all records and communications, to the extent provided by law
- a private and secure area during medical treatment or care, within the capacity of MIT Medical to provide it

Your right to your records

You have the right to:

- inspect your medical records and to receive a copy, for a fee based on copying costs, in accordance with section 70 of chapter 111 of the General Laws of Massachusetts. A copy is free if it is necessary for a Medicare or Medicaid appeal
- an explanation of the cost of proposed treatment, if you request it. This explanation is available from our Billing Office at MIT Medical/ Cambridge, E23-398, telephone 617-258-5336
- examine an explanation of an itemized bill reflecting laboratory charges, pharmaceutical charges and third party credits regardless of the source of payment, and to have the same information made available to the attending physician, if you request it
- receive an itemized copy of the bill or other statement of charges submitted to any insurance company or third party for your care, and to have a copy sent to your attending physician, and to receive from the physician an itemized bill, including third party reimbursements, regardless of the source of payment, if you request it
- information about financial assistance or free care, if you request it

This is only a brief summary of your rights. A copy of the complete Patient Rights legislation (chapter 111, section 70 of the General Laws of the Commonwealth of Massachusetts as enacted in 1979 and amended in 1979, 1983, 1985, 1986, 1987, 1989, 1992 and 1993) is available in E23-277A.

Patient responsibilities

As a patient of MIT Medical, you have a key role in helping us provide you with the best possible care, and you have the following responsibilities:

- to provide accurate and complete information about your present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health, as well as any current health care proxy or advance directive designations
- to ask questions when you do not understand what you have been told about your care or what you are expected to do
- to follow the care, service, or treatment plan developed, or if you do not, to accept responsibility for the consequences

- to follow MIT Medical's rules and regulations concerning patient care and conduct
- to be courteous to MIT Medical staff and respect MIT Medical property
- to promptly meet any financial obligation to MIT Medical

Questions

If you have any questions about your rights as a patient, you may discuss them with your physician or other provider or with

MIT Medical's Patient Advocate, Bldg. E23
Telephone 617-253-4976.

You may also submit complaints to the
Patient Care Assessment Coordinator, E23-528
Telephone 617-253-1501, or the

Massachusetts Board of Registration in Medicine
10 West Street, Boston, MA 02111
Telephone 617-727-1788, or the

Massachusetts Department of Public Health
250 Washington Street, Boston, MA 02108-4619
Telephone 617-624-6000.

Nondiscrimination policy

MIT Medical strongly supports and enforces MIT's nondiscrimination policy in all of its programs, including our most important "program," patient care.

The Massachusetts Institute of Technology is committed to the principle of equal opportunity in education and employment. The Institute does not discriminate against individuals on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, veteran status, ancestry, or national or ethnic origin in the administration of its educational policies, admissions policies, employment policies, scholarship and loan programs, and other Institute administered programs and activities, but may favor US citizens or residents in admissions and financial aid.*

The Vice President for Human Resources is designated as the Institute's Equal Opportunity Officer and Title IX Coordinator. Inquiries concerning the Institute's policies, compliance with applicable laws, statutes, and regulations (such as Title VI, Title IX, and Section 504), and complaints may be directed to Laura Avakian, Vice President for Human Resources, Room E19-215, 617-253-6512 or to Philip Lima, Coordinator, Staff Diversity Initiatives/Affirmative Action, Room E19-215, 617-253-1594. Inquiries about the laws and about compliance may also be directed to the Assistant Secretary for Civil Rights, US Department of Education.

*The ROTC programs located on the MIT campus are operated under Department of Defense policies and regulations, and do not comply fully with MIT's policy of nondiscrimination with regard to sexual orientation. On the recommendation of the Faculty, MIT is working to develop a modified on-campus ROTC program open to all MIT students.