

Patient Bill of Rights

As a patient, you have the right to ...

- Be informed about your care.
- Make decisions about your care.
- Refuse care.
- Know the first names and last initials of your caregivers.
- Be treated with courtesy and respect.
- Be listened to by your caregivers.
- Have an interpreter.
- Receive information in a way that meets your needs, such as if you have impaired vision.
- Religious or spiritual services.
- Copies of your test results and medical records.
- Have a patient advocate with you during your care.
- Privacy of your health information.
- Ask that pictures or videos taken of you be used only to identify you or assist in your care.
- Care that is free from discrimination.

Be active in your care ...

- Ask questions.
- Pay attention to instructions from your caregivers.
- Inform caregivers about your medicines, supplements, and allergies.
- Share your wishes about life-saving actions, such as being put on a ventilator.

Your advocate can help ...

- Get information and ask questions when you cannot.
- Ask for help if you are not getting the care you need.
- Make care decisions when you cannot (so long as he or she is a legal guardian, a health care power of attorney, or has some other legal permission).

If you think something is wrong ...

- Ask to speak to a patient representative.
- Work with the facility or health system to address the issue.
- File a complaint with the state agency that licenses or certifies the facility.
- Report a patient safety event to The Joint Commission.

Patient Code of Conduct

We are committed to providing high quality healthcare and building healthy and thriving communities. Everyone should expect a safe, caring, and inclusive environment in all spaces.

Our Patient Code of Conduct helps us to meet this goal. Words or actions that are disrespectful, racist, discriminatory, hostile, or harassing are not welcome.

Examples of these include:

- Physical or verbal threats and assaults
- Offensive comments about others' race, accent, religion, gender, sexual orientation, or other personal traits
- Refusal to see a clinician or other staff member based on these personal traits
- Disrupting another patient's care or experience

If we believe you have violated the Code with unwelcome words or actions, you will be given the chance to explain your point of view. We will always carefully consider your response before we make any decisions about the future of care. Some violations of this Code may lead to patients being asked to make other plans for their care and future non-emergency care.

Repeated incidents may result in disenrollment from care or an administrative discharge if criteria are met, which may include a trespass notice, though we expect this to be rare.

If you witness or are the target of any of these behaviors, please report it to a member of your care team.

Many healthcare systems across the country have similar codes of conduct. This is not intended to be threatening, but to communicate the expected culture of care.

Citations:

For Your Rights. (n.d.). The Joint Commission.

<https://www.jointcommission.org/en-us/knowledge-library/for-patients/speak-ups/for-your-rights>

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<https://www.massgeneralbrigham.org/en/patient-care/patient-visitor-information/patient-code-of-conduct>