

Patient Rights and Responsibilities

Employees of The Dimock Center will support and protect the fundamental human and civil rights of all patients and their families. In particular, The Dimock Center will be in compliance with Patient Rights regulations as delineated in Massachusetts DPH policies, Massachusetts state law (42 CFR 484.10) and standards established by the Joint Commission

Patient Rights: The Dimock Center respects the rights of the patient and recognizes each patient as an individual with unique health needs. The organization also respects each patient's personal dignity and provides considerate and respectful care based upon the patient's individual needs. The organization addresses ethical issues in providing patient care. These issues include the following:

1. Patient rights and recognition of their dignity are respected and supported.
2. Patients are involved in all aspects of care and participate in care decisions.
3. Patients have the right to speak with staff to communicate and work to resolve any complaints or issues that concern them pertaining to patient care, safety, customer service or other issues by speaking with staff and/or filing a formal complaint with the designated person in each Department.
4. Patients' cultural, linguistic, psychological, spiritual, and personal values are respected.
5. Informed consent is obtained. Informed consent is not merely a signed document. It is an ongoing process that considers patient needs and preferences, compliance with law and regulation, and patient education. In order to have informed consent the patient and family are given information about:
 - a. the patient's condition;
 - b. proposed treatments, procedures, or research activities;
 - c. potential benefits and drawbacks of proposed treatments or procedures;
 - d. problems relayed to recuperation;
 - e. alternative treatment(s) or procedure(s);
 - f. the physician or other practitioner primarily responsible for the patient's care;
 - g. others authorizing or performing procedures or treatments; and
 - h. any other business relationships among individuals treating the patient, or between the organization and any other health care service, or educational institutions involved in the patient's care.
6. The family participates in care decisions.

7. Patients involved in investigational studies and clinical trials participate in care decisions throughout the care process.
8. Patients have the right to expect a quick response to reports of pain
9. Patients are involved in resolving conflicts about care decisions.
10. Patients receive assistance in formulating advance directives.
 - a. The organization demonstrates respect for the following patient needs:
 - b. Confidentiality;
 - c. Privacy;
 - d. Security;
 - e. Communication;
 - f. Access to the facility; and
 - g. Resolution of complaints, grievances or appeals.

Patient Responsibilities: The provision of patient care services is the result of mutual effort and the participation of the patient, family members or significant others. Along with the above listed patient rights, the patient family member or significant other also assumes the following responsibilities:

1. Provides accurate and complete information regarding health matters, including all changes that happen during the course of treatment.
2. Provide the organization with accurate information such that appropriate determinations may be made regarding services, fees, and whether or not the patient is covered by a health insurance plan.
3. Discusses pain and pain management with the care provider and works with the provider to develop a pain management plan.
4. Follows the treatment plan as established by the care provider in conjunction with the patient.
5. Assumes responsibility for his/her actions if the patient does not follow the established plan of care.
6. Notify the organization 24 hours in advance for a medical appointment and 48 hours in advance for a mental health appointment that must be canceled.
7. Assures that his/her financial obligations resulting from services provided by the organization are fulfilled as promptly as possible.