

# **Grove Medical Associates, P.C.**

## **Rights and Responsibilities as Patients:**

### **Your Rights:**

As a Grove Medical Associates, P.C. patient, you have the right to:

- Be informed about, participate in, and make decisions about your care, including giving consent to the extent provided by law.
- A clear explanation of all treatment options and their benefits and risks.
- Include your family in discussions about your care, if you so choose.
- Confidentiality of all communications and records to the extent required by law.
- Receive a copy of your medical records upon request within the timeframe allowed by Massachusetts law which is 30 days.
- A private and secure treatment area, within the capacity of Grove Medical Associates, P.C. to provide it.
- A clear explanation of the costs of your treatment by a Grove Medical Associates physician upon request.
- Information about financial assistance or free care, if you request it. Information about local financial assistance is located under Billing Heading.
- Care that is considerate and respectful of your personal values and beliefs.

### **Your Responsibilities:**

As a patient, you play a key role in helping us provide you with the best possible care.

As a Grove Medical Associates, P.C. patient, you are responsible for:

- Providing accurate and complete information about your past and present health issues, medications, illnesses, and hospitalizations.
- Asking questions when you do not understand what you have been told about your care or what you are expected to do.
- Following the care, service, or treatment plan developed, or if you do not, accepting responsibility for the consequences, including preventative measures.
- Being courteous to the Grove Medical Associates staff and other patients and respecting our property. Abusive, threatening or inappropriate language or behavior will not be tolerated.
- Keeping your appointments or informing us prior to the appointment time of the need to reschedule.
- Promptly meeting any financial obligation to Grove Medical Associates.