

# Patient Rights and Responsibilities

Hampshire Health & Counseling (UHS satellite) wants to be a partner in your health care. We also want to make sure your rights to confidential, considerate and respectful care are honored.

If you feel your rights have been violated, contact Debra Mosher, [dmosher@umass.edu](mailto:dmosher@umass.edu) or (413) 577-5102.

## YOU HAVE THE RIGHT TO:

- Be treated in a caring and polite way
- Know all the facts we have about your illness, treatments and possible outcomes. Your health care provider will give these facts to you.
- Know the name, specialty, and credentials of the health care provider responsible for your care.
- Have a chaperone present during any examination.
- Change health care providers if you wish.
- Say yes to treatment, or to say no or refuse treatment.
- Participate in decision-making.
- Agree to an advance directive, such as a health care proxy, which tells your health care provider how you want to be treated and whom you want to make decisions for you if you cannot speak for yourself at the time. The person you choose in your proxy is your health care agent.
- Be examined in private by your health care provider or other health care professional.
- Talk to your health care provider in private. You have a right to a translator service at no charge to you.
- Look at your medical record and get a copy for a reasonable fee.
- Receive a copy of UHS's Notice of Privacy Practices. This includes our legal duties regarding your health information. This document is available on the UHS website or from Patient Services representatives.
- Make complaints through UHS's feedback procedures without concern that your care will be affected. We welcome your suggestions and questions about UHS services, the health care professionals providing care, and patient rights and responsibilities. Message us at [uhsfeedback@umass.edu](mailto:uhsfeedback@umass.edu); provide your contact information to receive a reply.

## YOU ARE RESPONSIBLE FOR:

- Knowing the extent and limitations of your health insurance benefits.
- Keeping appointments and promptly canceling any appointments that you cannot or do not need to keep.
- Telling us about your current symptoms, your health history or any other information regarding your health that will help us to treat you.
- Following the treatment plan recommended by your primary care provider for your care
- Telling us the medications you are taking, including the strength and how often you take them. Include over the counter medications, dietary supplements and herbal products you take, and/or alternative medicines or treatments that you receive.
- Reporting any allergies or reactions you have had to any medications.
- Fulfilling financial obligations for services provided.
- Being considerate of UHS staff and other patients, and being respectful of UHS property and property of others.
- Asking any questions if you do not understand instructions given to you at discharge about the treatment plan that you will use at home, including medications.
- Complying with UHS COVID-19 related policies, such as masking, social distancing and symptom assessment.

**UMassAmherst**

University Health Services