

South Shore Medical Center

Patient Rights

Every patient of South Shore Medical Center has the right to:

- Be treated with dignity and respect
- Be assured of privacy and confidentiality concerning information about their medical care
- Have their questions, concerns and complaints addressed in good faith
- Make choices and decisions regarding their medical care
- Be provided with information necessary to give informed consent prior to any procedure or treatment
- Change primary care physicians as needed
- Receive, on request, information about fees and charges and receive an explanation of their bill regardless of the source of payment
- Receive, on written request, a copy of their medical record
- Have an Advance Directive concerning treatment or designation of surrogate decision maker

Every patient of South Shore Medical Center has the responsibility to:

- Actively participate in decisions about care and treatment, including being informed about outcomes of care in order to participate in current and future decisions
- Answer questions honestly and accurately
- Be responsible for personal items, including clothing, jewelry, dentures, hearing aids, eyeglasses and other items
- Be considerate of other patients, families and staff. Respect others' privacy and property
- Respect South Shore Medical Center's property and regulations
- Provide accurate and complete information about your family's health insurance and meet the requirements of your health insurance coverage
- Pay bills promptly