

## 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**