



Massachusetts General Hospital
Patient Care Services Office of Quality and Safety
Date: **March 3, 2015**

Tuesday Take Away: Patient Rights

What is the main “take away” message?

Every patient **must receive in writing** information about Patient Rights and Responsibilities when admitted to the hospital. This formation is available on wall hangings and pamphlets in the outpatient practices as well.

Order the pamphlet below for the most up to date information

Why is this important?

- A. Recognizing and respecting **patient rights** contributes to the provision of safe care. In particular, it:
- Sets the stage for collaboration between patients and their healthcare providers
 - Fosters dignity and autonomy for the patient
 - Promotes sensitivity to differences, respect for personal values, beliefs, and preferences
 - Provides patients with important contact information if they have safety or quality of care concerns
- B. Informing the patient of his/her **responsibilities** encourages involvement in care and decision-making by empowering patients to ask questions, share information, and partner with staff to create a healing environment.

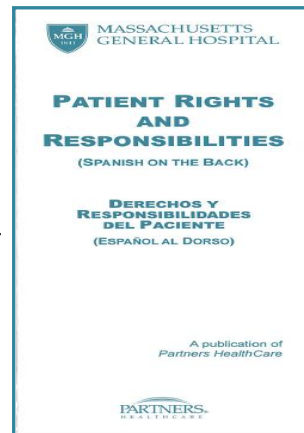
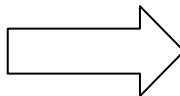
Questions regarding patient rights?

Contact the MGH Office of Patient Advocacy at (617) 726-3370

Ordering information for MGH Rights and Responsibilities documents

Standard Register:

- Pamphlet- # 82764
- Wall Poster- #82849
or #84830



For more information please call Patient Care Services Office of Quality and Safety at 3-0140
Visit the Excellence Every Day Portal at <http://www.mghpcs.org/RR/index.asp>