You have a right to be involved in all aspects of your care and treatment. You have a right to informed consent to the extent provided by law. You have a right to expect that your pain and symptoms will be assessed and treated with the goal of minimizing your experience of pain and discomfort, to the extent clinically possible. You have a right to equitable, considerate, respectful care that includes consideration of your psychosocial, spiritual, cultural and personal values and beliefs. You have a right to know the identity and specialty of individuals involved in your care. You have a right to refuse to be observed, examined, or treated by students or by any other staff without jeopardizing your access to medical care. You have a right to prompt response to all reasonable requests. You have a right to receive prompt, life-saving treatment without delay and to receive the most appropriate medical treatment and care available without regard to your economic status or the source of payment. You have a right to confidentiality of all records and communications concerning your medical history and treatment to the extent provided by law. You have a right to participate or have your designated representative participate in the consideration of ethical issues that may arise in your care. You have a right to receive competent interpreter services when seeking care at SRH. You have a right to report safety concerns. You have a right to obtain a copy of any rules and regulations of SRH, which apply to your conduct as a patient, such as the No Smoking Policy. You have a right to request and receive an itemized explanation of your bill. You have a right upon request to inspect your medical record and, for a reasonable fee, to receive a copy. You have a right to be allowed a family member, friend or other individual to be present with you for support during your stay, unless the individual's presence infringes on others' rights, safety or is medically or therapeutically contraindicated. You have a right to receive visitors, including but not limited to a spouse, domestic partner (including same-sex domestic partner), family member or friend, and your right to withdraw or deny such visitation at any time. You have a right to not be restricted, limited or denied visitation on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

* Please call the Quality Compliance Department for a complete list of your rights at 617.952.5349.

David Storto
President
Spaulding Rehabilitation Hospital
300 First Avenue
Charlestown, MA 02129
617.952.3585
617.952.5335

Debra Blyth-Wilk
Director of Quality and Compliance
Spaulding Rehabilitation Hospital
300 First Avenue
Charlestown, MA 02129

The below agencies are available for additional assistance to patients and families with concerns about their services and care.

Massachusetts Department of Public Health
Division of Healthcare Quality
95 Chauncy Street, 2nd Floor
Boston, MA 02111
617.753.8000
800.462.5540

Massachusetts Board of Registration in Medicine, QPS Division
200 Harvard Mill Square
Suite 330
Wakefield, MA 01880
781.787.8200
800.377.0550

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Complaint Hotline: 800.594.6610 or complaint@jointcommission.org
Customer Service: 800.782.5800 or customerservice@jointcommission.org

* Por favor llame al Departamento de Control de Calidad para obtener una lista completa de sus derechos en español al 617.952.5349.

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300 First Avenue
Charlestown, MA 02129
617.952.8501

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La siguiente es una lista de recursos a disposición de pacientes y familias si tienen alguna inquietud relacionada con la calidad de los servicios y cuidados recibidos.

PARTE I. DE LA PATIE NEC

Usted tiene derecho a recibir los servicios de médicos competentes durante su estadía en SRH.
Usted tiene derecho a reportar cualquier asunto relacionado con la seguridad.
Usted tiene derecho a recibir una copia de las normas y reglamentos de SRH, con respecto al comportamiento de los pacientes, como sería la Política de No Fumar.
Usted tiene derecho a pedir y recibir una explicación detallada de su factura de gastos médicos.
Usted tiene derecho a inspeccionar su histórico médico cuando así Usted lo solicite, y a recibir una copia del mismo por un costo razonable.
Usted tiene derecho a tener la compañía de un miembro de su familia, amigo u otro individuo, para darle apoyo durante su estadía, a menos que la presencia de dichos individuos infrinja los derechos de otros, su seguridad o que esté contraindicado terapéuticamente o médicamente.
Usted tiene derecho a recibir visitas, incluyendo pero sin limitaciones, al esposo o esposa, compañero doméstico (incluyendo un compañero del mismo sexo), miembro de la familia o amigo y al derecho a suspender dichas visitas en cualquier momento.
Usted tiene derecho a que no se le restrinjan, limiten o prohíban visitas en base a raza, color, nacionalidad, religión, sexo, identidad de género, orientación sexual o discapacidad.

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Customer Service: 800.782.5800 or customerservice@jointcommission.org

Línea para quejarse: 800-994-6610 o complaint@jointcommission.org
Servicio al Cliente: 630-792-5800 o customerservice@jointcommission.org

We, at Spaulding Rehabilitation Hospital (SRH), emphasize the importance of respecting patient rights, and therefore provide the summary listed below.

**PATIENT BILL OF RIGHTS**

**DECLARACION DE LOS DERECHOS DEL PACIENTE**

Nosotros en Spaulding Rehabilitation Hospital (SRH), ponemos énfasis en la importancia de respetar los derechos de los pacientes, y por ello los enumeramos a continuación.