

Patient Rights

As a patient at Lowell Community Health Center, you have the right to understand your care, make choices about your care, and be treated with privacy and respect.

Understand and Make Choices About Your Care

- You have the right to know who is providing your care and to receive clear information about your care and treatment choices.
- You may choose your provider or type of care when that choice is available.
- You may agree to or refuse treatment and may say no to taking part in research or having students or others who are not needed for your care present.
- You may also ask about relationships between your provider, Lowell Community Health Center, and other healthcare or teaching organizations involved in your care.

PRIVACY

Privacy and Respect

- You have the right to privacy during your care and to have your health information kept confidential as required by law.
- You also have the right to have reasonable requests addressed and to ask for the rules that apply to you as a patient.

Your Health and Billing Information

- You have the right to see your medical record and ask for a copy.
- You may ask for an itemized bill and an explanation of charges.
- You may also ask about financial assistance or sliding fee scale that may be available.

Other Rights

- If a medical emergency happens while you are at Lowell Community Health Center, we will respond and help you get the emergency care you need without delaying help because of your ability to pay.
- If you have breast cancer, you have the right to information about appropriate treatment choices.
- If you come to us after a sexual assault, you have the right to information about the care available to you.

Scan the QR code below to view your Patient Responsibilities & Rights in other languages.



Español



Português



Tagalog



PATIENT

RESPONSIBILITIES & RIGHTS



161 Jackson Street, Lowell, MA 01852
lchealth.org | 978.937.9700

Patient Responsibilities

As a partner in your care, we ask that you help us provide the safest, most effective care possible by:

Sharing Important Health Information

- Let a staff member know if you have a known or suspected contagious illness (such as tuberculosis, flu or COVID-19, or if you have a fever or cough
- Provide complete information about your current health history, current symptoms, medications (prescriptions and over-the-counter), past hospital stays and illnesses, and any other details that help us care for you.
- Tell us if you have difficulty understanding medical information, or your treatment plan – we are here to help.

Helping Us Understand Your Healthcare Coverage

- Provide us all the information we need about payment for your care. If you have concerns about paying your medical bills, please let us know. We may have financial assistance, payment plans, or other resources that can help.
- If you need help getting or understanding health insurance, visit or call our Patient Service Center at 978-937-9700.
- For questions about a bill, payment, or financial assistance, call our Patient Accounts team at 978-746-7890, Monday-Friday, 7:30 AM-4:30 PM.

Supporting Your Care

- Arrive 15 minutes before your appointment to allow time for check-in.
- Make every effort to keep your scheduled appointments. If you need to cancel, please call 978-937-9700 at least 24 hours in advance.
- If you arrive 10 or more minutes late for your appointment, you may be asked to reschedule.

Helping Us Meet Your Communication Needs

- Tell the receptionist your preferred language when you arrive and whether you need an interpreter.
- Inform us of any changes to your address, phone number, insurance, or financial information.

Following Your Care Plan

- Take your medications as prescribed. If you are having trouble following your plan, please talk with your care team. We will work with you to find solutions.
- If you choose not to follow recommended treatment, understand that this may affect your health outcomes.



Creating a Respectful Environment

- Treat staff, patients and visitors with courtesy and respect. Threatening or offensive language or behavior is not permitted.
- Supervise any children you bring with you and do not leave them unattended.
- Avoid smoking within 50 feet of the building.
- Limit cell phone use in waiting areas and turn off phones in clinical areas.
- For everyone's safety, weapons of any kind are not allowed on Lowell Community Health Center property.
- Sharing Questions, Concerns, and Feedback
- Tell a staff member if you have questions, concerns, or feedback about your care, or if there are instructions you do not understand.
- If you would like to share a suggestion, concern, or complaint, you may contact a Patient Advocate at 978-937-9700 or email PatientComplaints@lchealth.org

