The Commonwealth of Massachusetts

Executive Office of Health and Human Services

Department of Public Health

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**www.mass.gov/dph**

**Patients’ and Residents’ Rights**  
Bureau of Substance Addiction Service (BSAS) Providers shall   
guarantee the patient or resident, at a minimum, the following rights:

**Personal Safety:**

* freedom from **physical and psychological abuse**;
* freedom from **strip searches and body cavity searches**;
* **control over** bodily appearance; provided, however, on program premises, the
* program may prohibit attire and personal decoration which interfere with treatment;

**Records:**

* **access to** the patient or resident record in the presence of the administrator or
* designee, unless there is a determination that access to parts of the record could cause harm to the patient or resident;
* the right to **challenge information** in the patient or resident record by inserting a
* statement of clarification or letter of correction signed by both the clinician and the patient or resident;
* the right to **obtain a copy** of the patient's or resident's records
* the right to have the **confidentiality** of the patient   
  or resident records secured

**Treatment and Consent:**

* the **right to terminate treatment** at any time,   
  except in the case of an individual committed to treatment under M.G.L. c. 123, § 35;
* freedom from **coercion;**
* treatment provided on a **nondiscriminatory basis**;
* treatment in a manner **sensitive to individual needs and which promotes dignity and self-respect**

BSAS Regulation Online:

BSAS Patient & Resident Rights Updated 02/2023

**Fees:**

* **full disclosure regarding fee charged** and, in residential rehabilitation programs, any patient or resident benefits to be contributed;

**Grievance:**

* the **right to grieve actions** or decisions of the Licensed or Approved Provider regarding the patient's or resident's treatment;
* the **right to contact** the Department, including the BSAS Complaint Line 617-624-5171

**Personal Beliefs and Spirituality:**

* freedom to practice **religious faith**;
* the right to **request a referral** to a facility that provides treatment in a manner to which the patient or resident has no religious objection;

**Screening for Substances:**

* drug **screens** conducted in a **manner that preserves the patient's or resident's dignity**

and, when the drug screen is by urine sample, accommodate any medically confirmed inability to give urine by providing an alternate effective means of screening such as an oral swab

**Anti-Discrimination**

* You are entitled to services regardless of your primary language, cultural background, race, and or ethnicity
* Interpreter services should be accessible through the program at no cost

**Legal Advocacy:**

* You have the right to access legal representation and communicate with your attorney while in treatment



BSAS Patient & Resident Rights Updated 04/2023

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