



The Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Department of Public Health  
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## Know Your Rights

### Bureau of Substance Addiction Services (BSAS)

You have many rights related to your treatment and care that must be protected by  
Licensed and Approved Programs under **105 CMR 164.079**.

#### Assessments & Referrals:

- After an assessment, a provider may determine that this is not the right service setting for you, and the provider **must** then make a referral to the appropriate service setting and support you through the referral process.

#### Admission:

- You **cannot** be denied admission based **only** on
  - the results of a drug screen or primary substance used;
  - a medication prescribed to you; or
  - if you do not have a current prescription refill on any active medications

#### Re-admission:

- You **cannot** be denied re-admission to a program based **only** on one of the following events:
  - you left treatment against medical advice;
  - you relapsed while in treatment; or
  - you filed a complaint either to the program or to BSAS about any aspect of your treatment.

#### Cultural services:

- You have the right to an interpreter and to receive care that is culturally appropriate.

If you think your rights around treatment have been violated, please call the  
**BSAS confidential complaint line at (617) 624-5171**

Please note\*\*To assist with filing a complaint Interpreter Services are available when you call the  
complaint phone line.

BSAS Regulation Online:

