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## 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**

### 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 Regulation Online:



BSAS Patient & Resident  
Rights Updated 04/2023