

Patient Bill of Rights & Responsibilities



Longwood Pediatrics
Boston Children's
Primary Care Alliance

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Longwood Pediatrics, LLP is committed to respecting and protecting the rights of our patients and families. We strive to provide care that is sensitive to culture, race, religion and national origin.

Our responsibilities

- We will treat our patients and their family with respect and dignity
- We will provide quality health care to all our patients
- We will give our patient's and their families the opportunity to make decisions and choices related to their health care
- We will respect the privacy of our patients and their families
- We will keep our patients' medical records confidential in accordance with MA law
- Our staff will introduce themselves when caring for our patients.
- We will help our patients and our patients' families understand how to access our services after hours.

Patient/Family responsibilities

- Share important information about your health or your child's health, such as symptoms, treatments, medicines and other illnesses
- Let us know if you are not satisfied with your or your child's care
- Familiarize yourself with your or your child's health insurance to ensure that the bill is paid promptly
- Respect the rights of other patients, families and Longwood Pediatrics staff.