Your Rights as a CHA Patient
Cambridge Health Alliance (CHA) is committed to protecting your rights as a patient and supports laws and policies that uphold these rights.

- You have the right to receive medical care that meets the highest standards of CHA, regardless of your race, religion, national origin, disability, or sex.
- You have the right to receive information about your medical record, including where it is located, who has access to it, and the right to request a copy of your record.
- You have the right to access your medical record.
- You have the right to be treated respectfully by others, and to be addressed by your name.
- You have the right to prompt, life-saving treatment in an emergency without discrimination based on your ability to pay.
- You have the right to visitation privileges regardless of your race, religion, national origin, any disability, or sexual orientation.
- You have the right to receive visitors of your choosing that you (or your support person, where appropriate) have designated.
- You have the right to receive medical care that meets the highest standards of CHA, regardless of your race, religion, national origin, disability, or sex.
- You have the right to express your concerns to those involved in your care.
- You have the right to be involved in care management programs and services.
- You have the right to receive care from a facility that is convenient to you.
- You have the right to be involved in care management programs and services.
- You have the right to receive treatment from providers who are well-trained in your care.
- You have the right to access your medical record.

Your Responsibilities as a CHA Patient

What Cambridge Health Alliance asks of our patients:

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- You have the right to access your medical record.

Filing a Grievance
You have the right to file a grievance with:

- The Massachusetts Department of Public Health’s Bureau of Health Care Quality and Safety, 560 Patterson Street, Dedham, MA 02026. Phone: 617-876-9000.
- The Commission on Professional Licensure, 81 Massachusetts Avenue, 2nd Floor, Boston, MA 02114. Phone: 617-780-2696.
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