

Patient Advocacy

“ The Patient Advocate is one way that MIT Medical continues to improve service to its patients. ”

MIT Patient Advocate

MIT Medical, Building E23
77 Massachusetts Avenue
Cambridge, MA 02139

617-253-4976
Monday–Friday, 9 a.m.–4 p.m.

<http://web.mit.edu/medical/>

Patient Advocacy

MIT Medical is committed to providing excellent, accessible medical care to the entire MIT community.

If you have concerns about any aspect of your care or our service, we encourage you to communicate directly with your clinician or other care provider. However, if you prefer to discuss your concerns with a third party, our patient advocates are available to help.

MIT Medical's patient advocate program is designed to help patients resolve any issues that emerge in their interactions with MIT Medical. You may contact a patient advocate by phone, by mail, by email, or in person-by making an appointment. You do not need to identify yourself when you contact a patient advocate. To protect your privacy, any information you share will remain confidential, unless you authorize us to release the information. The patient advocate will listen to your concerns and explore possible courses of action for resolving the issue. Feedback from our patients, including concerns brought to the attention of our patient advocates, provides us with important information to help us improve service to our patients.

If you have a problem involving a bill for services provided by MIT Medical, we ask you to speak directly with our billing area at 617-258-5336. For questions about claims or coverage under the MIT Health Plan (employees), the MIT Student Health Plan, or the MIT Affiliate Health Plan, please call Member Services at 617-253-5979.

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advocates@med.mit.edu
617-253-4976

To walk in and make an appointment, visit the Inpatient Unit on the 4th floor.

Patients will be contacted within one business day of call, email, or visit for follow-up.

Other Resources

MIT Health Plans
617-253-1322

MIT Medical Billing Office
617-258-5336

Member Services
617-253-5979

Privacy Officer, MIT Health Plans
617-253-1322

Privacy Officer, MIT Medical
617-253-2320

MIT Medical Website
<http://web.mit.edu/medical>