

SUMMARY OF THE FLORIDA PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES

Florida law requires that your health care provider or health care facility recognize your rights while you are receiving medical care and that you respect the health care provider's or health care facility's right to expect certain behavior on the part of patients. You may request a copy of the full text of this law from your health care provider or health care facility. A summary of your rights and responsibilities follows:

A patient has the **right** to be treated with courtesy, consideration, and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.

A patient has the **right** to a prompt and reasonable response to questions and requests.

A patient has the **right** to know who is providing medical services and who is responsible for his or her care.

A patient has the **right** to know what patient support services are available, including whether an interpreter is available if he or she does not speak English.

A patient has the **right** to know what rules and regulations apply to his or her conduct.

A patient has the **right** to be given by the health care provider complete information concerning diagnosis, evaluation, the planned course of treatment, alternatives, risks and prognosis. When medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.

A patient has the **right** to refuse any treatment, except as otherwise provided by law.

A patient has the **right** to change their provider if other qualified providers are available.

A patient has the **right** to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.

A patient who is eligible for Medicare has the **right** to know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate.

A patient has the **right** to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.

A patient has the **right** to receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.

A patient has the **right** to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.

A patient has the **right** to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.

A patient has the **right** to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.

A patient has the **right** to know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research.

A patient has the **right** to know that marketing or advertising regarding the competence and capabilities of the organization is not misleading.

A patient has the **right** to appropriate information regarding the absence of malpractice insurance coverage.

A patient has the **right** to express suggestions, complaints and grievances regarding any violation of his or her rights, as stated in state and federal law, through the grievance procedure of the health care provider or health care facility which served him or her and to the appropriate state licensing agency.

A patient is **responsible** for providing to the health care provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications including over-the-counter products and dietary supplements, allergies or sensitivities, and other matters relating to his or her health.

A patient is **responsible** for reporting unexpected changes in his or her condition to the health care provider.

A patient is **responsible** for reporting to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.

A patient is **responsible** for following the treatment plan recommended by the health care provider.

A patient is **responsible** for providing a responsible adult to transport him or her from the facility and remain with him or her for 24 hours, if required by his or her health care provider.

A patient is **responsible** for informing his or her health care provider about any Living Will, Power of Attorney, or other directive that could affect his or her care.

A patient is **responsible** for keeping appointments and, when he or she is unable to do so for any reason, for notifying the health care provider or health care facility.

A patient is **responsible** for his or her actions if he or she refuses treatment or does not follow the health care provider's instructions.

A patient is **responsible** for assuring that the financial obligations of his or her health care are fulfilled as promptly as possible and accept personal financial responsibility for any charges not covered by insurance.

A patient is **responsible** for following health care facility rules and regulations affecting patient care and conduct and be respectful of all health care providers and staff, as well as other patients.

Department of Insurance Consumer Services Helpline

Division of Consumer Services
200 E. Gaines Street
Tallahassee, FL 32399-0322
Phone: 1.800.342.2762

**Health Care Consumer Assistance Hotline
The Statewide Provider and Subscriber Assistance Panel**

2727 Mahan Drive, Building 1, Mailstop 27
Tallahassee, FL 32308
Phone: 1.850.921.5458

**Agency for Health Care Administration Medical Quality Assurance
Consumer Assistance Unit**

2727 Mahan Drive
Tallahassee, Florida 32308
Hotline: 1.888.419.3456

Consumer Service

1940 N. Monroe Street
Tallahassee, Florida 32399-0782
Phone: 1.904.488.6602

For more information contact your Medicare Beneficiary Ombudsman:

Visit www.medicare.gov on the web or call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.
State of Florida Health Department: <http://ahca.myflorida.com/Contact/index.shtml>, telephone 1-888-419-3456.