

## PATIENT RIGHTS

### We recognize that each patient has the right to the following:

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 know what rules and regulations apply to his or her conduct.
- 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 personal privacy.
- A patient has the **right** to receive access to equal medical treatment and accommodations regardless of race, creed, handicap, sex, national origin, religion or sources of payment for care.
- A patient has the **right** to have a health assessment and continuous assessment of pain in addition to the education of patient and families regarding their role in managing pain.
- A patient has the **right** to express those spiritual beliefs and cultural practices that do not harm or interfere with the planned course of medical therapy for the patient.
- 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, and expect the facility to agree to comply with Federal Civil Rights Laws that assure it will provide interpretation for individuals who are not proficient in English.
- A patient has the **right** to be given to the extent known by the health care provider, complete information concerning diagnosis, evaluation, the planned course of treatment, alternatives, risks, side effects and prognosis associated with treatment and the procedure prior to the procedure. 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 and be informed of the medical consequences of such refusal, except as otherwise provided by law.
- A patient has the **right** to receive care necessary to regain or maintain his or her maximum state of health and if necessary, cope with death.
- A patient has the **right** to exercise his or her rights without being subject to discrimination or reprisal.
- A patient has the **right** to receive care in a safe setting, free from all forms of abuse or harassment.
- 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 treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- A patient has the **right** to participate in decisions involving the intensity and scope of treatment from their health care, except when such participation is contraindicated for medical reasons. If the patient is unable to participate in those decisions, the patient's rights shall be exercised by the patient's designated representative or other legally designated person.
- A patient has the **right** to be fully informed of the scope of services available at the facility, provisions for after-hours care and related fees for services rendered.
- A patient has the **right** to expect each of the personnel that care for them be friendly, considerate, respectful and qualified through education and experience, as well as perform the services for which they are responsible with the highest quality of services.
- A patient has the **right** to know if medical treatment is for purposes of human experimentation or other research/educational projects affecting his or her treatment and to give his or her consent or refusal to participate in such experimentation or research without compromise to the patient's usual care.
- A patient has the **right** to approve or refuse the release of medical records to any individual outside the facility, or as required by law or third party payment contract. Access to and/or copies of his/her medical record.
- 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, or regarding treatment or care this is or fails to be furnished, 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 has the **right** to be fully informed before any transfer to another facility or organization and ensure the receiving facility has accepted the transfer.
- A patient has the **right** to be informed of the facility's policy regarding Advance Directives/Living wills.

## PATIENT RESPONSIBILITIES

We expect a patient to be responsible for the following:

- 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 being considerate of other patients and personnel, for assisting in the control of noise, smoking and other distractions and for respecting the property of others and the facility.
- 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 following the treatment plan recommended by the health care provider.
- A patient is **responsible** for his or her actions should he or she refuse treatment or not follow the instructions of the physician or facility.
- A patient is **responsible** for reporting whether he or she clearly understands the planned course of treatment and what is expected of him or her.
- 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 observing the rules of the facility during his or her stay and treatment and, if instructions are not followed, forfeiting to care at the facility.
- A patient is **responsible** for identifying any patient safety concerns.
- 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 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

Agency for Health Care Administration  
AHCA Complaint Administration Unit  
2727 Mahan Drive  
Tallahassee, Florida 32308  
Hotline: 1.888.419.3456

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

Medical Quality Assurance  
Consumer Service  
1940 N. Monroe Street  
Tallahassee, Florida 32399-0782  
Phone: 1.904.488.6602

Accreditation Association for Ambulatory Health Care, Inc.  
Quality Improvement  
5250 Old Orchard Road, Ste. 250  
Skokie, IL 60077  
Phone: 847.853.6060  
Fax: 847-853-6118  
Email: [info@aaahc.org](mailto:info@aaahc.org)

To contact the office of the Medicare Beneficiary Ombudsman:  
Visit [www.medicare.gov](http://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.

