



## **PATIENT RIGHTS AND RESPONSIBILITIES**

Florida law requires that your health care provider or health care facility recognize your rights when 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.

### **PATIENT RIGHTS**

As a patient, you have the right to:

1. Be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.
2. Prompt and reasonable response to questions and requests.
3. Knowledge of the name and credentials of the provider who has primary responsibility for coordinating your care and the names and professional relationships of other healthcare providers who will see you. You have a right to change providers if other qualified providers are available.
4. Receive information in a manner that you understand. Communications with the patient will be effective and provided in a manner that facilitates understanding by the patient. Written information provided will be appropriate to the age, understanding, and, as appropriate, the language of the patient. Patient support and interpreter services are available, as needed. As appropriate, communications specific to the vision, speech, hearing cognitive and language-impaired patient will be appropriate to the impairment.
5. Bring any person of his or her choosing to the patient-accessible areas of the facility to accompany the patient while the patient is receiving treatment or is consulting with his or her health care provider, unless doing so would risk the safety or health of the patient, other patients, or staff of the facility or cannot be reasonably accommodated by the facility or provider.
6. Know which facility rules and policies apply to your conduct while a patient.
7. Receive complete information from your provider concerning your diagnosis, planned course of treatment, alternatives, risks, and prognosis. When it is medically inadvisable to give such information to the patient, the information is provided to a person designated by the patient or to a legally authorized person.
8. Refuse any treatment, except as otherwise provided by law.
9. Be given, upon request, full information and necessary counseling on the availability of known financial resources for your care, including facility's discount and charity policy.
10. If eligible for Medicare, be advised, if requested and in advance of treatment, whether the facility accepts the Medicare assignment rate.
11. Receive, upon request, prior to treatment, a reasonable estimate of charges for your medical care.
12. Examine a copy of a clear and understandable itemized bill and upon request, have the charges explained.
13. Impartial access to medical treatment, regardless of race, national origin, religion, handicap, or source of payment.
14. Receive treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
15. 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.
16. Express grievances regarding any violation of his or her rights, as stated in Florida law, through the grievance procedure of the facility which served him or her and to the appropriate state licensing agency.
17. Participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.

18. Change providers if other qualified providers are available.
19. Be informed of the facility's policy and state regulations regarding Advance Directives and be provided Advance Directive forms, if requested.
20. Elect the provider as your Medical Home and understand specific rights as being a member of the Medical Home Team.

## **PATIENT RESPONSIBILITIES**

The care a patient receives depends partially on the patient himself. Therefore, in addition to these rights, a patient has certain responsibilities as well.

1. The patient has the responsibility to provide accurate and complete information concerning his/her present complaints, past illnesses, hospitalizations, medications (including over the counter products and dietary supplements), allergies and sensitivities and other matters relating to his/her health.
2. The patient is responsible for reporting unexpected changes in his or her condition to the health care provider.
3. The patient and family are 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.
4. The patient is responsible for following the agreed-upon treatment plan established by his or her provider and must participate in his or her care.
5. The patient is responsible for keeping appointments and for notifying the facility when he/she is unable to do so.
6. The patient is responsible for his or her actions should he or she refuse treatment or not follow his or her provider's instructions.
7. The patient is responsible for assuring that the financial obligations of his/her care are fulfilled as promptly as possible.
8. The patient is responsible for following facility policies and procedures affecting patient care and conduct.
9. The patient is responsible to provide a responsible adult to provide transportation home and to remain with him or her as directed by the provider or as indicated on the discharge instructions.
10. The patient must accept personal financial responsibility for any charges not covered by insurance.
11. The patient is responsible for being respectful toward all health care professionals and staff, as well as other patients and visitors.
12. The Medical Home patient is responsible for actively participating in decision-making regarding his/her care and taking the necessary steps to keep his/her medical home team informed to facilitate care.

## **FILING COMPLAINTS**

Filing a complaint will not adversely affect your care or access to care. If you have a complaint against this facility or have a concern related to a patient privacy issue and wish to speak to someone directly, please call during regular business hours and speak to the **Chief Operating Officer, at 850-747-5599**.

If you have a complaint against a health care professional and want to receive a complaint form, call the Consumer Services Unit at 1-888-419-3456 (Press 1 for English or 2 for Spanish) and then press (2) or write to the address below:

**Department of Health  
Consumer Services Unit  
4052 Bald Cypress Way, Bin C75  
Tallahassee, FL 32399-3275**

**OR**

**Agency for Health Care Administration  
Consumer Services Unit  
P.O. Box 14000  
Tallahassee, FL 32317-4000**

Website for the Medicare Beneficiary Ombudsman

[www.cms.hhs.gov/center/ombudsman.asp](http://www.cms.hhs.gov/center/ombudsman.asp)

**OR**

Call toll free 1-800-MEDICARE (1-800-633-4227) - TTY users should call 1-877-486-2048