

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

To promote the interests and well-being of our patients, we recognize your rights while you are receiving medical care. We trust that you will respect our right to expect certain behavior of you while you are a patient at our facility. The following is a summary of your rights and responsibilities in accordance with the Florida Patient's Bill of Rights and Federal Regulations.

Your Rights

You have the right to:

- be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.
- a prompt and reasonable response to questions and requests.
- know who is providing medical services and who is responsible for his or her care.
- know what patient support services are available, including whether an interpreter is available if he or she does not speak English.
- bring any person of his or her choosing to the patient-accessible areas of the health care facility or provider's office to accompany the patient while the patient is receiving inpatient or outpatient 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 office or cannot be reasonably accommodated by the facility or provider.
- know what rules and regulations apply to his or her conduct.
- be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- refuse any treatment, except as otherwise provided by law.
- be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.
- 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.
- receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.
- impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.
- treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- 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.
- express grievances regarding any violation of his or her rights, as stated in Florida 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.

Your Responsibilities

You are 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, and other matters relating to his or her health.
- reporting unexpected changes in his or her condition to the health care provider.
- reporting to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.
- following the treatment plan recommended by the health care provider.
- 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.
- his or her actions if he or she refuses treatment or does not follow the health care provider's instructions.
- assuring that the financial obligations of his or her health care are fulfilled as promptly as possible.
- following health care facility rules and regulations affecting patient care and conduct.

For a copy of the full text of the Florida Patient's Bill of Rights and Responsibilities, please ask.