

"Patient Rights & Responsibilities"

Policy: Every Patient Has the right to be treated as an individual with his rights respected. Because of this, Florida Statutes require that the following summary of the Florida Patient's Bill of Rights and Responsibilities.

The law requires that the following summary also be displayed in a prominent location where patients can readily see it, (generally in the waiting/reception area)

Summary of Rights

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 facilities right to expect certain behavior on the part of patient. You may request a copy of the full text of this law from you health care provider or healthcare facility. A summary of your rights and responsibilities follows:

- A patient has the right to be treated with courtesy and respect, with appreciation of his individual dignity, and with protection of his 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 this care.
- A patient has the right to know what patient support services are available, including whether an interpreter is available if he does not speak English.
- A patient has the right to know what rules and regulations apply to his conduct.
- A patient has the right to be given by his health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- A patient has the right to refuse treatment, except as otherwise provided by law.
- A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his 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 charges explained.
- A patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical 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 know if medical treatment is for purposes of experimental research and to give his consent or refusal to participate in such experimental research.

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

Patient Responsibilities

- A patient is responsible for providing to his health care provider, to the best of his knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to this health.
- A patient is responsible for reporting unexpected changes in his conditions to his health care provider.
- A patient is responsible for reporting his health care provider whether he comprehends a contemplated course of action and what is expected of him.
- A patient is responsible for following the treatment plan recommended by his health care provider.
- A patient is responsible for keeping appointments and, when he is unable to do so for any reason, for notifying the health care provider or health care facility.
- A patient is responsible for assuring that the financial obligations of his health care are fulfilled as promptly as possible.
- A patient is responsible for following health care facility rules and regulations affecting patient care and conduct.

FILING COMPLAINTS

If you have a complaint against a hospital or ambulatory surgical center, call the Consumer Assistance unit health facility complaint hot line at (904) 487-3183 or 1-800-343-0828, or write to the:

AGENCY FOR HEALTH CARE ADMINISTRATION
CONSUMER ASSISTANCE UNIT
2727 MAHAN DRIVE
TALLAHASSEE, FLORIDA 32308

If you have a complaint against a physician, call the Medical Quality Assurance, Consumer Services office at (904) 488-6602, or write the address below. A toll free complaint line is available to check the status of complaints. Call 1-800-342-7940

HEALTH CARE PRACTITIONERS
MEDICAL QUALITY ASSURANCE
CONSUMER SERVICES
1940 N. MONROE STREET
TALLAHASSEE, FLORIDA 32399-0782