

PATIENT BILL OF RIGHTS AND RESPONSIBILITY AS A HOSPITAL PATIENT

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 the patient.

PATIENT RIGHTS

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 prompt and reasonable response to questions and requests.
- ✓ Know who is providing medical services and who is responsible for his care.
- ✓ Know what patient support services are available, including whether an interpreter is available if he/she does not speak English.
- ✓ A patient receiving care in a health care facility or in a provider's office has the right to 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 conduct.
- ✓ Be given by his health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- ✓ Refuse 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 care.
- ✓ Know, upon request, in advance of treatment, and if eligible for Medicare, 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 charges explained.
- ✓ Impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical 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 consent or refusal to participate in such experimental research.
- ✓ To have your pain managed as individually and effectively as possible.
- ✓ 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 served him, and to the appropriate state-licensing agency.

PATIENT RESPONSIBILITIES

A patient is responsible for

- ✓ 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 his health.
- ✓ Reporting unexpected changes in his condition to his 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 is unable to do so for any reason, for notifying the health care provider or health care facility.
- ✓ His actions if he refuses treatment or does not follow the health care provider's instructions.
- ✓ Assuring that the financial obligations of his health care are fulfilled as promptly as possible.
- ✓ 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 hotline at 1.850.487.3183 or 1.888.419.3456 or write to the:

Agency for Health Care Administration
Consumer Assistance Unit
2727 Mahan Drive
Tallahassee, FL 32310

If you have a complaint against a physician, call the Medical Quality Assurance, Consumer Services office at 1.850.414.7209 or write to the address below. A toll-free complaint line is available to check the status of complaints. Call 1.888.419.3456.

Agency for Health Care Administration
Medical Quality Assurance
Consumer Services
2727 Mahan Drive
Tallahassee, FL 32310