

PATIENT RIGHTS AND RESPONSIBILITIES

Florida law requires that health care providers or healthcare facility's recognize patient rights while receiving medical care and that the patient respect the healthcare provider's or healthcare facility's right to expect certain behavior on the part of patients. The patient may request a copy of the full text of this law from the Patient Advocate. A summary of rights and responsibilities is below.

A patient has 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.
- Know what rules and regulations apply to his or her conduct.
- Be given by the healthcare 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.
- A patient (eligible for Medicare) has the right to know, upon request and in advance of treatment, whether the healthcare provider or healthcare 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.
- Receive 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 healthcare provider or health care facility which served him or her and to the appropriate state licensing agency.

A patient is responsible for...

- Providing to the healthcare 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 healthcare provider.
- Reporting to the healthcare 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 healthcare provider.
- Keeping appointments and, when he or she is unable to do so for any reason, for notifying the healthcare provider or health care facility.
- His or her actions if he or she refuses treatment or does not follow the healthcare provider's instructions.
- Assuring that the financial obligations of his or her healthcare are fulfilled as promptly as possible.
- Following healthcare facility rules and regulations affecting patient care and conduct.