



Patient's Bill of Rights and Responsibilities

Section 381.026, Florida Statutes, addresses the Patient's Bill of Rights and Responsibilities. The purpose of this section is to promote the interests and well-being of patients and to promote better communication between the patient and the health care provider. 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 patients. You may request a copy of the full text of this law from your health care provider or health care facility. A summary of your rights and responsibilities follows.

A patient has the right to:

- Be treated with courtesy and respect, with appreciation of their dignity, and with protection of privacy in a safe setting.
- Receive a prompt and reasonable response to questions and requests.
- Know who is providing medical services and who is responsible for their care.
- Know what patient support services are available, including if an interpreter is available if the patient does not speak English.
- Know what rules and regulations apply to their conduct.
- Be given by the health care provider information such as diagnosis, evaluation results, planned course of treatment, alternatives, risks, and expected outcome.
- Be given the opportunity to participate in decisions involving their health care except when such participation is contraindicated for medical reasons.
- Refuse any treatment, except as otherwise provided by law.
- Be given full information and necessary counseling on the availability of known financial resources for care.
- Know whether the health care provider or facility accepts the Medicare assignment rate, if the patient is covered by Medicare.
- Receive prior to treatment, a reasonable estimate of charges for medical care.
- Receive a copy of an understandable itemized bill and, if requested, to have the charges explained.
- Be free from all forms of abuse or harassment
- Be free from any act of discrimination or reprisal
- Receive 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 their consent or refusal to participate in such research.
- Express complaints regarding any violation of their rights.

A patient is responsible for:

- To provide complete and accurate information to the best of their ability about their health, any medications taken, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
- Reporting unexpected changes in their condition to the health care provider.
- Reporting to the health care provider whether they understand a planned course of action and what is expected of them.
- Following the treatment plan recommended by the health care provider to include a responsible adult to transport them and to remain with them, as directed by the provider or as indicated on the discharge instructions
- Keeping appointments and, when unable to do so, notifying the health care provider or facility.
- Their actions if treatment is refused or if the patient does not follow the health care provider's instructions.
- Making sure financial responsibilities are carried out to include accepting responsibilities for any charges not covered by insurance.
- Following health care facility conduct rules and regulations.
- Adhering to policies and procedures related to a pandemic / infectious disease process.
- Behaving respectfully toward all health care professionals and staff, as well as other patients and visitors.

If you have a complaint or grievance regarding your treatment or care that is (or fails to be) rendered, please contact The Center's Nursing Supervisor at (561) 792-7333 or

AHCA 2727 at Mahan Drive, Tallahassee, FL 32308 888-419-3456 or

AAHC at 5250 Old Orchard Rd., Suite 220, Skokie, IL 60077, www.aaahc.org, 847-853-6060 or

CMS at <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>