

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



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.

PATIENT RIGHTS: 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 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.

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 (only applies to patients who are eligible for Medicare).

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.

The right to change providers if other qualified providers are available.

PATIENT RESPONSIBILITIES:

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, including over-the-counter products and dietary supplements, allergies, or sensitivities 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.

Ensuring a Responsible Adult is with you from the time of admission through 24 hours after surgery.

For any complaints or grievances, please first contact the Ambulatory Surgery Center Administrator at (850) 474-8147.

You may also contact:
Agency for Health Care Administration
Consumer Assistant Unit
2727 Mahan Drive/Bldg. #1
Tallahassee, FL 32308
(888) 419-3456
<http://apps.ahca.myflorida.com/hcfc;>

For ASC Medicare beneficiaries, contact the Medicare Ombudsman at (800) MEDICAR or 633-4227
www.medicare.gov/navigation/help-and-support/ombudsman.aspx