



Patient's Rights

As a patient, you have the right to:

- 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 if treatment is not provided.
- Know who is providing medical services and who is responsible for your care.
- Request notification of a family member or representative and your own physician promptly upon admission to the hospital.
- Be given information by your healthcare provider concerning your diagnosis, health status, planned course of treatment, alternatives, risks and prognosis.
- Be informed about the outcomes of care, treatment and services that have been provided, including unanticipated outcomes.
- Assessment and management of your pain.
- Request and refuse any care, treatment or services, except as otherwise provided by law.
- Formulate [Advance Directives](#) and have your physician(s) and hospital staff provide care that is consistent with these directives.
- Prompt and reasonable responses to questions and requests.
- Be free from both physical restraints and drugs used as a restraint, except when necessary and or when less restrictive interventions have been determined to be ineffective.
- Be treated with courtesy and respect, with appreciation of your individual dignity in an environment that contributes to a positive self-image.
- Be free from mental, physical, sexual and verbal abuse, neglect and exploitation.
- Protection of your need for privacy and to receive care in a safe setting.
- Confidentiality of your health information.
- Access to information contained within your medical record within a reasonable timeframe.
- Know what rules and regulations apply to your conduct.
- Know what patient support services are available, including whether an interpreter is available if you do not speak English.
- Access protective and advocacy services.
- Know if medical treatment is for the purpose of experimental research and to give your consent or refusal to participate in such research.
- Be given information and counseling on the availability of known financial resources for your care upon request.
- To know upon request and in advance of treatment, whether the healthcare provider or healthcare facility accepts the Medicare assignment rate.



- Receive, upon request and 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, have charges explained.
- Have the hospital address you or your family's concerns or complaints about your care or services provided.
- Express grievances regarding any violation of your rights as stated in Florida law, through the grievance procedure of the healthcare provider or healthcare facility that served you and to the appropriate state licensing agency.

Patient Responsibilities

As a patient you are responsible for:

- Providing to your healthcare provider, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, prior hospitalizations, medications and other matters related to your health.
- Reporting unexpected changes in your condition to your healthcare provider.
- Reporting to your physician whether you comprehend a contemplated course of action and what is expected of you.
- Following the treatment plan recommended by your healthcare provider.
- Keeping appointments and, when you are unable to do so for any reason, notifying the healthcare provider or healthcare facility.
- Taking responsibility for your actions if you refuse treatment or do not follow the healthcare provider's instructions.
- Assuring that the financial obligations of your healthcare are fulfilled as promptly as possible.
- Following the healthcare facilities' rules and regulations affecting patient care and conduct.