

Florida law requires that your healthcare provider or healthcare facility recognize your rights while you are receiving medical care and that your respect the healthcare providers or healthcare facility's right to expect certain behavior on the part of patients. You may request a copy of the full

the healthcare provider or healthcare facility which served him and to the appropriate state licensing agency.

A patient is responsible for providing to his healthcare provider to the

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

text of this law from your healthcare provider or healthcare facility, a summary of your rights and responsibilities follows:

best of his knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to his health.

A patient has the right to be treated with courtesy and respect with appreciation of his individual dignity and with the protection of his need for privacy.

A patient is responsible for reporting unexpected changes in his condition to his healthcare provider.

A patient has the right to a prompt a reasonable response to questions and requests.

A patient is responsible for reporting to his healthcare provider whether he comprehends a contemplated course of action and what is expected of him.

A patient has the right to know who is providing medical services and who is responsible for his care.

A patient is responsible for following the treatment plan recommended by his healthcare provider.

A patient has the right to know what patient support services are available, including whether an interpreter is available if he does not speak English.

A patient is responsible for keeping appointments and, when he is unable to do so for any reason, for notifying the healthcare provider or healthcare facility.

A patient has the right to know what rules and regulations apply to his conduct.

A patient is responsible for his actions if he refuses treatment or does not follow the healthcare provider's instructions.

A patient has the right to be given healthcare provider information concerning diagnosis, planned course of treatment, alternatives, risks and prognosis.

A patient is responsible for assuring that the financial obligations of his healthcare are fulfilled as promptly as possible.

A patient has the right to refuse treatment, except as otherwise provided by law.

A Patient is responsible for following healthcare facility rules and regulations affecting patient care and conduct.

A patient has the right to be given, upon request, full information necessary counseling on the availability of known financial resources for his care.

FILING COMPLAINTS

If you have a complaint about this hospital, please call Administration at (352) 394-4071 ext. 2000. If you have any complaint against a hospital or ambulatory surgical center, call the Consumer Assistance Unit health facility complaint hot line at (888) 419-3456 or write to the address below:

Agency for Healthcare Administration
Consumer Assistance Unit
2727 Mahan Drive
Tallahassee, Florida 32308

If you have a complaint against a physician, call the Medical Quality Assurance, Consumer Services office at (888) 419-3456 or write to the address below:

Healthcare Practitioners
Medical Quality Assurance
Consumer Services
P.O. Box 14000
Tallahassee, Florida 32308

A patient who is 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.

A patient has the right to receive a copy of reasonably clear and understandable itemized bill and upon request, to have charges explained.

A Patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical handicap or source of payment.

A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.

A patient has the right to know if medical treatment is for purposes of experimental research and to give his consent or refusal to participate in such experimental research.

A patient has the right to express grievances regarding any violation of his rights, as stated in Florida Law, through the grievance procedure of

I have received my copy of the Florida Patient Bill of Rights and Responsibilities:

Signature: _____ Date: _____

Witness: _____ Date: _____