



Patient Rights

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

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

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

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

A patient has the right to know that rules and regulations apply to their conduct.

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

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

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

A patient who is eligible for Medicare 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.

A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.

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

A patient has the right to know if medical treatment is for purposes of experimental research and to give their consent or refusal to participate in such experimental research. A patient has the right to express grievances regarding and violation of their rights, as stated in Florida law, through the grievance procedure of the health care provider or health care facility which served them and to the appropriate licensing agency.



Patient Responsibilities

A patient is responsible for providing to the health care provider, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to their health.

A patient is responsible for reporting unexpected changes in their condition to the health care provider.

A patient is responsible for reporting to the health care provider whether they comprehend a contemplated course of action and what is expected of them.

A patient is responsible for following the treatment plan recommended by the health care provider.

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

A patient is responsible for their actions if they refuse treatment or does not follow the provider's instructions.

A patient is responsible for assuring that the financial obligations of their health care are fulfilled as promptly as possible.

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