

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

Florida law requires that we recognize your rights while you are receiving medical care, and also that you respect our right to expect certain behavior from you. Should you require it, you may request a copy of the full text of this law from us. A summary of your rights and responsibilities are as follows:

You, the patient have the right to:

- Be treated with courtesy and respect, with appreciation of your individual dignity, and with protection of your need for privacy
- A prompt and reasonable response to questions and requests
- To know who is providing medical services and who is responsible for your care
- Know what patient support services are available, including whether an interpreter is available if you do not speak English
- Know what rules and regulations apply to your 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 your care
- (if eligible for Medicare) - to know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate
- 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
- 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 your consent or refusal to participate in such experimental research
- Express grievances regarding any violation of your rights, as stated in Florida law, through the grievance procedure of the health care provider or health care facility which served you and to the appropriate state licensing agency

Furthermore, you are responsible for:

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