



The Patient Bill of Rights

A patient has the right to:

- be treated with courtesy and respect for your cultural, psychosocial, spiritual and personal values, beliefs and preferences, as well as with appreciation of 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 and resources for the disabled;
- know what rules and regulations apply to his or her conduct;
- be given information concerning the diagnosis, prognosis, planned course of treatment, alternatives, and risks;
- to refuse any treatment, except as otherwise provided by the law;
- to receive upon request, full information and counseling on the availability of known financial resources for his or her care;
- know upon request, in advance of treatment, whether the health care provider or facility accepts the Medicare assignment rate if they are eligible for Medicare;
- if medical treatment is for a clinical research trial and to give informed consent or refusal to participate in research trial;
- receive, upon request, prior to treatment, a reasonable estimate of charges for medical care;
- receive a copy of a reasonable clear and understandable itemized bill and, to have the charges explained;
- impartial access to medical treatment or accommodation regardless of race, religion, physical handicaps or sources of payment;
- treatment for any emergency medical condition that will get worse from failure to provide treatment;
- 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 and to the appropriate state licensing agency;

Adapted from Florida Patient Bill of Rights



Patient Responsibilities

A patient is responsible for:

- providing the health care provider, to the best of his or her knowledge, accurate and complete information about current complaints, past illnesses, hospitalizations, medications, 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 understands a potential course of action and what is expected of him or her;
- following the treatment plan recommended by the health care provider;
- keeping appointments and notifying the health care provider or health care facility if unable to do so for any reason;
- his or her actions if he or she refuses treatment or does not follow the health care providers instructions;
- assuring that 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;

ADVANCE DIRECTIVES

Advance Directives protect the patient's rights to make his/her own choices concerning medical care and treatment.

Advance Directives include:

DNR – written instruction to hospital personnel concerning what actions are to be taken if the terminally ill person suffers cardiopulmonary arrest (heart and breathing stops).

Living Will – specifies written instructions regarding health care to be given to patient (i.e. feeding, etc.), if the patient becomes incapable of making his/her own decisions.

Health Care Proxy – a person selected or appointed, by an individual, to make decisions, if the person becomes unable to do so for himself/herself.

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