



Patient's Bill of Rights and Responsibilities

Section 381.026, Florida Statutes

A PATIENT HAS THE RIGHT TO:

- *Be treated with courtesy and respect, with appreciation of his/her dignity, and with protection of privacy.*
- *Receive a prompt and reasonable response to questions and requests.*
- *Know who is providing medical services and is responsible for his/her care.*
- *Know what patient support services are available, including if an interpreter is available if the patient does not speak English.*
- *Know what rules and regulations apply to his/her conduct.*
- *Be given by the health provider information such as diagnosis, planned course of treatment, alternatives, risks and prognosis.*
- *Refuse any treatment, except as otherwise provided by law.*
- *Be given full information and necessary counseling on the availability of known financial resources for care.*
- *Know whether the health care provider or facility accepts the Medicare assignment rate, if the patient is covered by Medicare.*
- *Receive prior to treatment, a reasonable estimate of charges for medical care.*
- *Receive a copy of an understandable itemized bill and, if requested, to have the charges explained.*
- *Receive medical treatment or accommodations, regardless of race, national origin, religion, handicap or source of payment.*
- *Receive 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 his/her consent or refusal to participate in such research.*
- *Express complaints regarding any violation of his/her rights.*

A PATIENT IS RESPONSIBLE FOR:

- *Giving the health care provider accurate information about present complaints, past illnesses, hospitalizations, medications and any other information about his/her health.*
- *Reporting unexpected changes in his/her condition to the health care provider.*

- *Reporting to the health care provider whether he/she understands a planned course of action and what is expected of him/her.*
- *Following the treatment plan recommended by the health care provider.*
- *Keeping appointments and, when unable to do so, notifying the health care provider or facility.*
- *His/her actions if treatment is refused or if the patient does not follow the health care provider's instructions.*
- *Making sure financial responsibilities are carried out.*
- *Following health care facility conduct rules and regulations.*

FILING COMPLAINTS

If you have a complaint about a health care professional and want to receive a complaint form, call the Consumer Services Unit at 1 (888) 419-3456 or write to the following address:

AGENCY FOR HEALTHCARE ADMINISTRATION
CONSUMER SERVICES UNIT
P. O. BOX 14000
TALLAHASSEE, FLORIDA 32317-4000

Agency for Health Care Administration
Visit us at www.FloridaHealthFinder.gov Medicare Ombudsman, 1 (800) MEDICARE