

SUMMARY OF THE PATIENT'S

Rights and Responsibilities

Federal and state law requires that your health care provider or health care facility recognize your rights while you are receiving medical care and that you respect the health care provider's or health care facility's right to expect certain behavior on the part of patients. You may request a copy of the Florida Patient Rights law from your health care provider or health care facility. A summary of your rights and responsibilities follows:

Patient Rights:

General Rights

- A patient has the right to impartial access to medical treatment or accommodations, regardless of age, sex, race, color, national origin, ethnicity, religion, handicap, culture, language, physical or mental disability, socioeconomic status, sexual orientation, gender identity or expression, or source of payment.
- A patient has the right to be treated with courtesy and respect, with appreciation of his or her cultural and personal values, beliefs, preferences, individual dignity, and with protection of his or her right to and need for privacy.
- A patient has a right to religious and spiritual accommodation.
- A patient has the right to be free from neglect, harassment, exploitation, verbal, physical, mental, and sexual abuse to receive care in a safe setting.
- A patient has a right to have his or her allegations, observations and suspected cases of neglect, exploitation, and abuse reported to appropriate authorities based on the hospital's evaluation of the suspected events as required by law.
- A patient has the right to be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff and to be subjected to restraint or seclusion only by trained staff to ensure the immediate physical safety of the patient, a staff member, or others and to have it discontinued at the earliest possible time.
- A patient has the right to bring any person or receive or deny visitors of his or her choosing to the patient-accessible areas of the health care facility or provider's office to accompany the patient while the patient is receiving inpatient or outpatient treatment or is consulting with his or her health care provider, unless doing so would risk the safety, rights, or health of the patient, other patients, or staff of the facility or office or cannot be reasonably accommodated by the facility or provider.
- A patient has the right to know what rules and regulations apply to his or her conduct.

Quality of Care and Decision Making

- A patient has the right to have a family member or representative of his or her choice and his or her physician notified promptly of his or her admission to the hospital.
- A patient has the right to know who is providing medical services and who is responsible for his or her care.

- A patient has the right to receive information in a manner the patient understands.
- 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 be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks and prognosis.
- A patient has the right to the means to make informed decisions.
- A patient has the right to participate in the development and implementation of their plan of care.
- 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 management.
- A patient has the right to request or refuse any treatment, including life-prolonging procedures, except as otherwise provided by law.
- A patient has the right to participate in the consideration of ethical issues that arise in his or her care.

Advance Directives (Designation of Health Care Surrogate and Living Will)

- A patient has the right to written information concerning the health care facility's policies respecting Advance Directives.
- A patient has the right to formulate, review, or revise Advance Directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
- A patient has the right, upon request, to be referred to resources for assistance in formulating Advance Directives.
- A patient has the right to not have treatment or admission conditions upon whether or not the individual has executed or waived an individual directive.

Privacy and Confidentiality

- A patient has the right to confidentiality of his or her clinical records and to access current medical records in such form and format as agreeable to by the facility and individual, and within a reasonable time frame.

Finances

- A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her 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 and 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 receive notice of non-coverage and a right to appeal premature discharge.

Research and Clinical Trials

- A patient has the right to know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research without any impact on his or her access to care, treatment, and services unrelated to the research.
- A patient has the right to a prompt and reasonable response to questions and requests.
- A patient has the right to 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 which served him or her and to the appropriate state licensing agency.
- A patient has the right to information regarding the process of submitting a written or verbal grievance.

Patient Responsibilities:

- A patient is responsible for providing to the health care provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health.
- A patient is responsible for reporting unexpected changes in his or her condition to the health care provider.
- A patient is responsible for asking questions or acknowledging to the health care provider when he or she does not comprehend a treatment course or care decision and what is expected of him or her.
- A patient is responsible for supporting mutual consideration and respect by maintaining civil language and conduct in interactions with staff and licensed independent practitioners.
- A patient is responsible for following the treatment plan recommended by the health care provider.
- A patient is responsible for keeping appointments and, when he or she is unable to do so for any reason, notifying the health care provider or health care facility.
- A patient is responsible for his or her actions if he or she refuses treatment or does not follow the health care provider's instructions.
- A patient is responsible for assuring that the financial obligations of his or her 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.

Concerns or Complaints

Your satisfaction is important to us. If you have a concern or a complaint, please allow the person responsible for your care or their supervisor the opportunity to listen, review, and to assist you with an appropriate resolution. If your complaint is unresolved, please ask to speak to the department's manager, director or the house supervisor. If your concern cannot be resolved by the AdventHealth process indicated, please allow the facility the opportunity to address your grievance.

Facility	Contact
Altamonte	Risk Management 407-200-1330
Apopka	Risk Management 407-200-1330
Carrollwood	Administration 813-558-8001
Celebration	Risk Management 407-200-1330
Dade City	Risk Management 813-783-6119 ext. 1614
Daytona Beach	Risk Management 386-231-3185
Deland	Risk Management 386-943-4840
East Orlando	Risk Management 407-200-1330
Fish Memorial	Risk Management 386-917-5254
Heart of Florida	Risk Management 863-419-2506
Kissimmee	Risk Management 407-200-1330
Lake Placid	Patient Advocate 863-402-3421 OR 863-402-5333
Lake Wales	Risk Management 863-419-2506
New Smyrna	Risk Management 386-424-5052
North Pinellas	Risk Management 727-942-5069
Ocala	Risk Management 352-402-5032
Orlando	Risk Management 407-200-1330
Palm Coast	Risk Management 386-586-4229
Sebring	Patient Advocate 863-402-3421 OR 863-402-5333
Tampa	Risk Management 813-615-7204
Waterman	Risk Management 352-253-3195
Wauchula	Patient Advocate 863-402-3421 OR 863-402-5333
Wesley Chapel	Risk Management 813-929-5000
Winter Garden	Risk Management 407-200-1330
Winter Park	Risk Management 407-200-1330
Zephyrhills	Risk Management 813-783-6119 ext. 1614

The following agencies may be contacted:

Facility	Accreditation Agency	Licensing Agency
Altamonte	Hospital Complaint DNV Healthcare Inc.: https://www.dnvhealthcareportal.com/patient-complaint-report . Mail: Attn: Healthcare Complaints DNV Healthcare USA Inc. 4435 Aicholtz Road Suite 900 Cincinnati, OH 45245 Fax: 281-870-4818 Phone: 866-496-9647 E-mail: hospitalcomplaint@dnv.com	Agency for HealthCare Administration Complaint Administration Unit 2727 Mahan Drive Tallahassee, FL 32308 Phone: 888-419-3456
Apopka		
Celebration		
East Orlando		
Kissimmee		
Orlando		
Tampa		
Wesley Chapel		
Winter Garden		
Winter Park		
Carrollwood	Joint Commission: https://www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/ Mail: Print form from website and mail to: Office of Quality Monitoring The Joint Commission One Renaissance Boulevard Oakbrook Terrace, IL 60181	Agency for HealthCare Administration Complaint Administration Unit 2727 Mahan Drive Tallahassee, FL 32308 Phone: 888-419-3456
Dade City		
Daytona Beach		
Fish Memorial		
Deland		
Heart of Florida		
Lake Placid		
Lake Wales		
New Smyrna		
North Pinellas		
Ocala		
Palm Coast		
Sebring		
Waterman		
Wauchula		
Zephyrhills		

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