

PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES

The staff of this healthcare facility recognizes you have rights while a patient receiving medical care. In return, there are responsibilities for certain behavior on your part as the patient. These rights and responsibilities include:

A patient has the *right* to

- Be treated with courtesy and respect, with appreciation of his/her individual dignity, and with protection of their need for privacy.
- A prompt and reasonable response to questions and requests.
- Know who is providing medical services and who is responsible for his/her care.
- Know what patient support services are available, including whether an interpreter is available if he/she doesn't speak English.
- Know what rules and regulations apply to his/her conduct.
- Be given by his healthcare provider information concerning diagnosis, a planned course of treatment, alternatives, risks and prognosis.
- Refuse treatment, except as otherwise provided by law.
- Be given, upon request, full information and necessary counseling on the availability of known financial resources for his/her care.
- Know, upon request and in advance of treatment, whether the healthcare provider or healthcare facility accepts the Medicare assignment rate.
- Receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- Receive a copy of a reasonably clear and understandable, itemized bill, and, upon request to have charges explained.
- Impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical disability or source of payment.
- Treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- Know if medical treatment is for purpose of experimental research and to give his/her consent or refusal to participate in such experimental research.
- Express concerns regarding any violation of patient rights.

A patient is *responsible* for

- Providing to his healthcare provider, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to his/her health.
- Reporting unexpected changes in his/her condition to their healthcare provider.
- Reporting to his/her healthcare provider whether he comprehends a contemplated course of action and what is expected of him/her.
- Following the treatment plan recommended by his/her healthcare provider.
- Keeping appointments.
- His actions if he refuses treatment or does not follow the healthcare provider's instructions.
- Assuring that the financial obligations of his/her health care are fulfilled as promptly as possible.
- Following healthcare facility rules and regulations affecting patient care and conduct.

If you feel any of your rights have been violated, Hernando Endoscopy & Surgery Center encourages you to follow the three-step process listed below. You may also register a complaint with the Agency for Health Care Administration, Consumer Assistance Unit, by calling toll-free, (888) 419-3456.

Step 1: Tell your physician or nurses.

Step 2: If the complaint is not handled to your satisfaction, tell the supervisor or nurse manager.

Step 3: If you are still not satisfied, contact the Administrator at (352) 596-4999.

It is important to understand that all physicians, including anesthesiologists, pathologists and CRNA's are independent and not employees of Hernando Endoscopy & Surgery Center.

FILING COMPLAINTS

If you have a complaint against a hospital or ambulatory surgical center, call the Consumer Assistance Unit at 1-888-419-3456 (Press1) or write to the address listed:

AGENCY FOR HEALTH CARE ADMINISTRATION
CONSUMER ASSISTANCE UNIT
2727 MAHAN DRIVE, BLDG. 1
TALLAHASSEE, FLORIDA 32308

If you have a complaint against a healthcare professions and want to receive a complaint form, call the Consumer Services Unit at 1-888-419-3456 (Press2) or write to the address listed:

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

WEB SITE OF THE OFFICE OF THE MEDICARE BENEFICIARY OMBUDSMAN: www.medicare.gov/ombudsman/resources.asp