

Patient's Rights and Responsibilities

Reporting a Complaint or Grievance

EVERY PATIENT HAS THE RIGHT TO BE TREATED AS AN INDIVIDUAL AND TO ACTIVELY PARTICIPATE IN AND MAKE INFORMED DECISION REGARDING HIS/HER CARE. THE FACILITY AND MEDICAL STAFF HAVE ADOPTED THE FOLLOWING PATIENT RIGHTS AND RESPONSIBILITIES, WHICH ARE COMMUNICATED TO EACH PATIENT OR THE PATIENT'S REPRESENTATIVE PRIOR TO THE PROCEDURE/SURGERY.

Patient's Rights:

Florida 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 full text of this law from your health care provider or health care facility. A summary of your rights and responsibilities follows:

A patient has the right to:

- be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.
- give informed written consent prior to the start of specified, non-emergency medical procedures or treatments.
- participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- 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.
- know what rules and regulations apply to his or her conduct.
- be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- be informed of their right to change providers if other qualified providers are available.
- 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 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 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 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 his or her consent or refusal to participate in such experimental research.
- 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.

Patient's Responsibilities:

A patient, patient representative or surrogate 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 including over-the-counter products, dietary supplements, and any allergies or sensitivities.
- reporting unexpected changes in his or her condition to the health care provider.
- reporting to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.
- following the treatment plan recommended by the health care provider and participate in their care.
- keeping appointments and, when he or she is unable to do so for any reason, for notifying the health care provider or health care facility.
- his or her actions should he or she refuses treatment or does not follow the health care provider's instructions.
- assuring that the financial obligations of his or her health care are fulfilled as promptly as possible and for any charges not covered by insurance.
- following health care facility rules and regulations affecting patient care and conduct.
- being respectful of all the healthcare professionals and staff, as well as other patients and visitors
- having a responsible adult to provide transportation home and to remain with them as directed by the provider or as indicated on discharge instructions.

If you need an interpreter:

If you will need an interpreter, **please let us know** and one will be provided for you. If you have someone who can translate confidential, medical and financial information for you please make arrangements to have them accompany you on the day of your procedure.

Rights and Respect for Property and Person:

The patient has the right to:



Horizon Surgery Center

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- Exercise his or her rights without being subjected to discrimination or reprisal.
- Voice a grievance regarding treatment or care that is, or fails to be furnished.
- Be fully informed about a treatment or procedure and the expected outcome before it is performed.
- Confidentiality of personal medical information.

Privacy and Safety:

The patient has the right to:

- * Personal privacy.
- * Receive care in a safe setting.
- * Be free from all forms of abuse or harassment.

Complaints and Grievances:

Please contact us if you have a question or concern about your rights or responsibilities. You can ask any of our staff to help you contact the Administrative Director at the surgery center.

The following are the names and/or agencies you may also contact:

- Horizon Surgery Center South Administrator at **(904) 648-0100**.
- To contact the STATE of Florida to report a complaint;
 - **Agency for Health Care Administration Complaint Administration Unit**
2727 Mahan Drive, Bldg. 1
Tallahassee, FL 32308
Phone: (888) 419-3456
- Medicare beneficiaries may also file a complaint with the Medicare Beneficiary Ombudsman at the **Medicare Ombudsman Web site:**
 - <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>
- **MEDICARE**
 - www.medicare.gov or call 1-800-MEDICARE (1-800-633-4227)
- **OFFICE OF THE INSPECTOR GENERAL**
 - <http://oig.hhs.gov>