

PATIENT BILL OF RIGHTS

1. A patient has the right to be treated with courtesy and respect, with appreciation of his/her individual dignity, and with protection of his/her need for personal privacy and safety.
2. A patient has the right to a prompt and reasonable response to questions and requests.
3. A patient has the right to know who is providing medical services and who is responsible for his/her care.
4. A patient has the right to know what patient support services are available, including whether an interpreter is available if he/she does not speak English. A patient who is deaf has the right to request an interpreter who communicates using sign language.
5. A patient has the right to know what rules and regulations apply to his/her conduct.
6. A patient or his or her representative has the right to be given by his/her health care provider information concerning his/her health status and diagnosis, planned course of treatment, alternatives, risks, benefits, prognosis, and outcomes of care including unanticipated outcomes and to be involved in the development and implementation of his or her plan of care.
7. A patient has the right to make informed decisions about his care including the right to refuse any medical or surgical treatment, except as otherwise provided by law. This right includes the right to complete advance directives and have them honored in accordance with CFR 489.100. This includes 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.
8. A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his/her care.
9. A patient who is eligible for Medicare has the right to know upon request and in advance of treatment, whether the health care provider accepts the Medicare assignment rate.
10. A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care and to receive a copy of a reasonably clear and understandable, itemized bill, and upon request, to have the charges explained.
11. A patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical handicap, or source of payment.

12. A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
13. A patient has the right to express grievances regarding any violation of his/her rights. You may express a grievance at Bethesda by calling the Hospital's complaint line at extension 84402. You also have the right to contact the Consumer Assistance Unit of the Agency for Healthcare Administration by writing to them at: 2727 Mahan Drive, Building No. 1, Tallahassee, FL 32308 or calling: 1-888-419-3456 and/or for Medicare patient's FMQAI 5201 W Kennedy Boulevard Suite 900, Tampa Florida 33609-1822. (800-844-0795). and/or the Joint Commission office of quality monitoring to report concerns or register complaints (800) 994-6610 or email complaint@jointcommission.org
14. The patient has the right to refuse to talk with or see anyone not officially connected with the hospital, including visitors or persons officially connected with the hospital but not directly involved in his/her care.
15. The patient has the right to wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment by presenting a safety risk. The patient has the right to wear such items, but this will be considered as refusal of the procedure or treatment.
16. The patient has the right to be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes the right to have a person of one's own sex present during certain parts of a physical examination, treatment, or procedure performed by a health professional of the opposite sex and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe.
17. The patient has the right to expect that any discussion or consultation involving his/her case will be conducted confidentially and discreetly and that individuals not directly involved in his/her care will not be present without his/her permission.
18. The patient has the right to have access to information contained in his/her medical record within a reasonable time frame and to have the medical record kept confidential and read only by individuals directly involved in his/her treatment or in the monitoring of its quality. Other individuals can only read his/her medical record on his/her written authorization or that of his/her legally authorized representative.
19. The patient has the right to expect all communications and other records pertaining to his/her care, including the source of payment for treatment, to be treated as confidential.
20. The patient has the right to religious or other spiritual care or services upon request.
21. The patient has the right to be free from any form of abuse or harassment, including verbal, physical, psychological, sexual and emotional.

22. The patient has the right to appropriate assessment and management of pain.
23. A patient has the right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.
24. A patient has the right to be free from restraint of any form that is not medically necessary or is used as a means of coercion, discipline, convenience, or retaliation by staff.
25. A patient is responsible for providing to his/her health care provider, to the best of his/her knowledge, accurate and complete information about present complaints, past illness, hospitalizations, medications, and other matters relating to his/her health.
26. A patient is responsible for reporting unexpected changes in his/her condition to his/her health care provider.
27. A patient is responsible for reporting to his/her health care provider whether he comprehends a contemplated course of action and what is expected of him/her.
28. A patient is responsible for keeping appointments and, when he/she is unable to do so for any reason, for notifying the health care provider.
29. A patient is responsible for his/her actions if he/she refuses treatment or does not follow the health care provider's instructions.
30. A patient is responsible for assuring that the financial obligations of his/her health care are fulfilled as promptly as possible.
31. A patient is responsible for following hospital rules and regulations affecting patient care and conduct.
32. A patient or the patient's relative, guardian or surrogate may request, in writing, a copy of the most recent State of Florida inspection report. This would exclude any documents containing confidential information as stated in S.119.07 (1). Such request should be made to the office of the Vice President Risk Management.

Replaces Appendix A to OR #1119 dated May 29, 2002
Replaces Appendix A to OR #1119 dated December 20, 1999
Replaces Appendix A to OR #1119 dated March 10, 1998
Replaces Appendix A to OR #1119 dated August 27, 1991

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