

**SUMMARY OF THE PATIENT'S
BILLOF RIGHTS AND RESPONSIBILITIES
(FLORIDA ADVENTHEALTH HOSPITALS)**

SUMMARY OF THE PATIENT'S BILLOF 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 full text of your law from your health care provider or health care facility. A summary of your rights and responsibilities follows:

1. 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.
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 or her care.
4. 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.
5. A patient has the right to bring any person or receive 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 or health of the patient, other patients, or staff of the facility or office or cannot be reasonably accommodated by the facility or provider.
6. A patient has the right to know what rules and regulations apply to his or her conduct.
7. A patient has the right to be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
8. A patient has the right to be fully informed regarding his or her health status, participate in the development and implementation of his or her plan of care, and make informed decisions regarding care.
9. A patient has the right to request or refuse any treatment, except as otherwise provided by law.
10. A patient has the right to refuse treatment and life-prolonging procedures.
11. A patient has the right to be free from physical or mental abuse, and corporal punishment.
12. 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 to ensure the immediate physical safety of the patient, a staff member, or others and to have it discontinued at the earliest possible time.
13. A patient has the right to written information concerning the health care facility's policies respecting advance directives, including a copy of "Health Care Advance Directives – The Patient's Right to Decide."
14. A patient has the right to formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
15. A patient has the right to not have treatment or admission conditioned upon whether or not the individual has executed or waived an advance directive.
16. A patient has the right to have his or her advanced directive documented in his or her medical record.
17. A patient has the right to designate a surrogate to make health care decisions on behalf of the patient as specified under chapter.
18. A patient has the right to personal privacy, to receive care in a safe setting, and to be free from all forms of abuse or harassment.
19. A patient has the right to participate in the consideration of ethical issues that arise in his or her care.

20. 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.
21. A patient has the right to confidentiality of his or her clinical records and to access information contained in his or her clinical records within a reasonable time frame.
22. 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.
23. 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.
24. A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
25. 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.
26. A patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.
27. A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
28. 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.
29. 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.
30. A patient has the right to information about procedures for initiating, reviewing and resolving patient complaints.
31. 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.
32. A patient is responsible for reporting unexpected changes in his or her condition to the health care provider.
33. A patient is responsible for reporting to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.
34. A patient is responsible for following the treatment plan recommended by the health care provider.
35. A patient is responsible for 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.
36. 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.
37. A patient is responsible for assuring that the financial obligations of his or her health care are fulfilled as promptly as possible.
38. 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.

Central Florida	
Altamonte	Risk Management 407-200-1330
Apopka	
Celebration	
East Orlando	
Heart of Florida	
Kissimmee	
Lake Wales	
Orlando	
Winter Garden	
Winter Park	
North Florida	
Fish Memorial	Risk Management 386-917-5254
Deland	Risk Management 386-943-4840
Daytona Beach	Risk Management 386-231-3185
Palm Coast	Risk Management 386-586-4229
New Smyrna	Risk Management 386-424-5052
Waterman	Risk Management 352-253-3195
West Florida	
Carrollwood	Administration 813-558-8001
Dade City	Risk Management 813-929-5230
Lake Placid	Patient Advocate 863-402-3421 OR 863-402-5333
North Pinellas	Risk Management 727-942-5069
Ocala	Risk Management 352-402-5032
Sebring	Patient Advocate 863-402-3421 OR 863-402-5333
Tampa	Risk Management 813-615-7204

Wauchula	Patient Advocate 863-402-3421 OR 863-402-5333
Wesley Chapel	Risk Management 813-929-5000
Zephyrhills	Risk Management 813-783-6119 ext. 1614

Additionally, if your concern has not been resolved, you may reach out to the AdventHealth Corporate Risk Management team, 407-357-2290. Most issues will be resolved in 30 days or less.

The following agencies may be contacted:

Facility	Accreditation Agency	Licensing Agency
Central Florida Orlando Campuses	Hospital Complaint DNV Healthcare Inc. 400 Techne Center Drive, Ste 100 Milford, OH 45150-2792 Phone: 866-523-6842	Agency for HealthCare Administration Complaint Administration Unit 2727 Mahan Drive Tallahassee, FL 32308 Phone: 888-419-3456
Altamonte		
Apopka		
Celebration		
East Orlando		
Heart of Florida		
Kissimmee		
Lake Wales		
Orlando		
Winter Garden		
Winter Park		
West Florida		
Tampa		
Wesley Chapel		
North Florida	Joint Commission: E-mail: complaints@jointcommission.org Fax: Print a Quality Incident Report Form from the web site, jointcommission.org , and fax to the Office of Quality Monitoring, Fax: 630-792-5636 Mail: Print form as above and mail to: Office of Quality Monitoring The Joint Commission One Renaissance Boulevard Oakbrook Terrace, IL 60181	
Fish Memorial		
Deland		
Daytona Beach		
Palm Coast		
New Smyrna		
Waterman		
West Florida		
Carrollwood		
Dade City		
Lake Placid		
North Pinellas		
Ocala		
Sebring		
Wauchula		
Zephyrhills		

