

Digestive Disease Clinic

Tallahassee Endoscopy Center

Florida law requires that your healthcare provider or healthcare facility recognize your rights while you are receiving medical care and that you respect the healthcare facility's right to expect certain behavior on the part of the patients. You may request a copy of the full text of this law from your healthcare provider or healthcare facility. A summary of your rights and responsibilities follow:

PATIENT RIGHTS

- 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.
- A patient has the right to a prompt and reasonable response to questions and requests.
- 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 know which 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 know what rules and regulations apply to his or her conduct.
- A patient has the right to be given by the healthcare provider information concerning diagnosis, planned course of treatment, alternatives, risks and prognosis.
- A patient has the right to refuse any treatment except as otherwise provided by law.
- 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 healthcare provider or healthcare facility accepts the Medicare assignment rate.
- 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 impartial access to medical treatment or accommodation regardless of race, national origin, religion, physical handicap, or source of payment.
- 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 know if medical treatment is for the purpose of experimental research and to give his or her consent or refusal to participate in such experimental research.
- 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 healthcare provider or healthcare facility which serves him or her and to the appropriate state licensing agency.
- A patient has the right to appropriate assessment and management of pain.
- A patient has the right to change their healthcare provider if another healthcare provider is available.

PATIENT RESPONSIBILITIES

- A patient is responsible for providing to the healthcare provider with 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 healthcare provider.
- A patient is responsible for reporting to the healthcare provider whether he or she comprehends a contemplated course of action and what is expected of him or her.
- A patient is responsible for following the treatment plan recommended by the healthcare provider.
- A patient is responsible for keeping appointments and when he or she is unable to do so for any reason, for notifying the healthcare provider or healthcare facility.
- A patient is responsible for his or her actions if he or she refuses treatment or does not follow the healthcare provider's instructions.
- A patient is responsible for assuring that the financial obligations of his or her healthcare are fulfilled as promptly as possible.
- A patient is responsible for following the healthcare facility's rules and regulations affecting patient care and conduct.
- A patient of a healthcare provider or healthcare facility has the responsibility to respect the healthcare provider's and healthcare facility's right to expect behavior on the part of patients which considering the nature of their illness is reasonable and responsible.
- Patients are responsible for behaving respectfully toward all health care professionals and staff, as well as other patients and visitors.
- Patients are responsible for providing a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by the provider.