



PATIENT BILL OF RIGHTS

SUMMARY OF PATIENTS' BILL OF RIGHTS AND RESPONSIBILITIES

It is the objective of Fort Walton Beach Medical Center and all professional and supportive personnel working on behalf of the patient to uphold the rights of all patients.

Federal and Florida law and regulations require that your health care facility recognize your rights while you are receiving medical care and that you respect the 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 facility. A summary of your rights and responsibilities follows.

- The patient has a right to have his or her cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
- The patient has a right to participate in the development and implementation of his or her plan of care; and to request assistance in resolving ethical issues in the course of provided care.
- The patient or his or her representative (as allowed under State law) has the right to make informed decisions regarding his or her care, treatment or services.
- The patient has a right to formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
- The 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.
- The patient has a right to receive care in a safe, secured setting.
- The patient has a right to be free from all forms of abuse, neglect or harassment.
- The patient has a right to the confidentiality of his or her clinical records (refer to HIPAA notice).
- The patient has a right to access information contained within his or her clinical records within a reasonable time frame (refer to HIPAA notice).
- The patient has a right to be free from restraints of any form that are not medically necessary or used as a means of coercion, discipline, convenience or retaliation by staff; and when deemed necessary the right to have safe implementation of restraint or seclusion by trained staff.

- 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 what 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 health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- The patient has a right to request or refuse care, treatment, and services in accordance with law and regulation.
- 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 health care provider or health care facility accepts the Medicare assignment rate.
- A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- 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 accommodations, regardless of race, national origin, religion, 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 purposes 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 health care provider or health care facility which served him or her and to the appropriate state licensing agency.

PATIENT RESPONSIBILITIES

- 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.
- A patient is responsible for reporting unexpected changes in his or her condition to the health care provider.
- 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.
- A patient is responsible for following the treatment plan recommended by the health care provider.

- 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.
- 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.
- A patient is responsible for assuring that the financial obligations of his or her health care are fulfilled as promptly as possible.
- A patient is responsible for following health care facility rules and regulations affecting patient care and conduct as outlined in the Patient Handbook and Resource Guide.