

DOWNTOWN SURGERY CENTER

FLORIDA PATIENT'S RIGHTS AND RESPONSIBILITIES

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 of privacy.
- To a prompt and reasonable response to questions and requests.
- To know who is providing medical services and who is responsible for his or her care.
- To know what patient support services are available, including whether an interpreter is available if he or she does not speak English.
- To know what rules and regulations apply to his or her conduct.
- To be given to his health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- To refuse treatment, except otherwise provided by law.
- To be given, upon request; full information and necessary counseling on the availability of known financial resources for his or her care.
- To know, upon request and in advance of treatment, whether the healthcare provider or health care facility accepts the Medicare assignment rate (Medicare patients).
- To receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- To receive a copy of a reasonably clear and understandable, itemized bill and upon request, to have charges explained.
- To impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical handicap, or source of payment.
- To treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- To know if medical treatment is for purpose of experimental research and to give his or her consent or refusal to participate in such experimental research.
- To know if his/her surgeon has a financial ownership in the surgery center.
- To know that the surgery center does not honor advance directives and where/how to obtain information and forms.
- 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.
- To make informed decisions regarding his/her care.
- To exercise his/her rights without being subject to discrimination or reprisal.
- To be fully informed about the treatment or procedure and the expected outcome before it is performed.

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 illness, hospitalizations, medications, and other matters relating to his or her health.
- For reporting unexpected changes in his or her condition to the health care provider.
- 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.
- For following the treatment plan recommended by the health care provider.
- 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.
- For his or her actions if he or she refuses treatment or does not follow the health care provider's instructions.
- For assuring that the financial obligations of his or her health care are fulfilled as promptly as possible.
- For following health care facility rules and regulations affecting patient care and conduct.
- For arranging to have a responsible adult be present during the course of stay at the facility, to drive him or her home, and to provide assistance at home following the procedure.

FILING COMPLAINTS

Local - If you have a complaint against the surgery center or healthcare professional, please call or write to the facility administrator at:

ASC Director
801 N. Orange Ave., Ste. 630
Orlando, FL 32801
(407) 650-0051

State - If you have a complaint against the surgery center, call the Consumer Assistance Unit at 888-419-3456 (press 1) or write to the address listed below:

AGENCY FOR HEALTHCARE ADMINISTRATION
CONSUMER ASSISTANCE UNIT
2727 MAHAN DRIVE/BLDG. 1
TALLAHASSEE, FL 32308

State - If you have complaint against a health professional and you want to receive a complaint form, you may call the Consumer Assistance Unit at 888-419-3456 (press2) or write to the address listed below:

AGENCY FOR HEALTHCARE ADMINISTRATION
CONSUMER ASSISTANCE UNIT
P.O. BOX 14000
TALLAHASSEE, FL 32317-4000

Medicare - www.cms.hhs.gov/center/ombudsman.asp OR 800-633-4227