



Pasadena Surgery Center

Patient Rights and Responsibilities

Good communication between the patient and the health care provider is always a priority to the Pasadena Surgical Center team. 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 the patient. Section 381.026, Florida Statutes, addresses the Patient's Bill of Rights and Responsibilities which are summarized below. You may link to these statutes at the website: www.leg.state.fl.us/statutes and type in "Florida Patient's Bill of Rights".

A patient has the right to:

- Be treated with courtesy and respect, with appreciation of his or her dignity, and with protection of privacy.
- A prompt and reasonable response to questions and requests.
- Know who is providing medical services and who is responsible for his or her care.
- Know what patient support services are available, including if an interpreter is available if the patient does not speak English.
- Know what rules and regulations apply to his or her conduct.
- Be given by the health care provider information such as diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- Refuse any treatment, except as otherwise provided by law.
- Be given full information and necessary counseling on the availability of known financial resources for care.
- Know whether the health care provider or facility accepts the Medicare assignment rate, if the patient is covered by Medicare.
- Receive prior to treatment, a reasonable estimate of charges for medical care.
- Receive a copy of an understandable itemized bill and, if requested, to have the charges explained.
- Receive medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.
- Receive treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- Know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such research.
- Express complaints regarding any violation of his or her rights.

A patient is responsible for:

- Giving the health care provider accurate information about present complaints, past illnesses, hospitalizations, medications, and any other information about his or her health.
- Reporting unexpected changes in his or her condition to the health care provider.
- Reporting to the health care provider whether he or she understands a planned course of action and what is expected of him or her.
- Following the treatment plan recommended by the health care provider.
- Keeping appointments and, when unable to do so, notifying the health care provider or facility.
- His or her actions if treatment is refused or if the patient does not follow the health care provider's instructions.
- Making sure financial responsibilities are carried out.
- Following health care facility conduct rules and regulations.

Protected Health Information

Information about your health is private. And it should remain private. That is why Pasadena Surgical Center is required by federal and state law to protect the privacy of your health information. We call it Protected Health Information (PHI). Staff members, employees, and volunteers must follow legal regulations with respect to how we use your PHI, disclosing your PHI to others, your privacy rights, our privacy duties, hospital contacts for more information or, if necessary, a complaint.

HIPAA

More detailed information about PHI is in a separate brochure that all patients receive titled, "Protecting Your Health Information" which complies with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

Patient Rights and Responsibilities

For Medicare inquiries, please contact the Office of Medicare Ombudsman at: www.cms.hhs.gov/center/ombudsman.asp.

Filing a Complaint

If you have a complaint against a hospital or ambulatory surgical center, call the Consumer Assistance Unit Health facility complaint hot line at 1-850-487-3183 or 1-888-419-3456 or write to the Agency for Health Care Administration, Consumer Assistance Unit, 2727 Mahan Drive, Tallahassee, FL 32310.

If you have a complaint against a physician, call the Medical Quality Assurance, Consumer Services office at 1-850-414-7209 or write to Agency for Health Care Administration, Medical Quality Assurance Consumer Services, 2727 Mahan Drive, Tallahassee, FL 32310. Call toll free at 1-888-419-3456 to check the status of complaints.