

# PATIENT RIGHTS AND RESPONSIBILITIES

Florida law requires Premier Community HealthCare Group, Inc. (Premier) respect your health care rights and that you respect Premier's right to expect appropriate patient behavior on your part. Below is a summary of your patient rights and responsibilities. A copy of the full legal text is available upon request.

## A PATIENT HAS A RIGHT...

- to know their health care rights and responsibilities.
- to know what rules and regulations apply to patient conduct.
- to be treated with courtesy, respect, and with appreciation of their individual dignity.
- to protection of their privacy and confidential handling of medical records, and to be given the chance to approve their release of records except when required by law, or needed for treatment, payment or health care operations.
- to access medical treatment or accommodations, regardless of race, color, national origin, sex, sexual orientation, gender identity, disability, religion, age, or source of payment.
- to seek healthcare services, including complementary or alternative treatment, from a health care provider or facility of their choice and not be required or encouraged to utilize services from providers affiliated with Premier.
- to know the name, function and qualifications of their health care team and to request that information at any time.
- to have their health care provider give them information concerning their evaluation, diagnosis, prognosis, treatment plan, risk and alternatives unless medically inadvisable or impossible. A patient also has the right to refuse such information.
- to be given prompt responses to their questions and requests.
- to know if their treatment is part of an experimental research project and that participation in research is voluntary and requires consent, regardless of payor source, and as such patients have the right to refuse such treatment.
- to refuse any treatment except as otherwise provided by law.
- to know how to reach their medical home after hours.
- to stabilizing care to the extent possible for emergency medical conditions that may deteriorate while waiting for EMS to arrive.
- to be advised of patient support services and whether an interpreter is available if they do not speak English.
- to bring any person of their choosing to accompany them while receiving care or consulting with their health care provider in non-restricted patient-accessible areas of the health care facility if they can be reasonably accommodated without compromising the health or safety of any patient, visitor or facility staff.
- to know upon request before treatment whether the health care provider or health care facility accepts assignment under Medicare as payment in full for medical services and treatment provided.
- to be given upon request prior to services or treatment, a reasonable estimate of charges for anticipated services.
- to be given upon request an itemized statement or bill and upon request to be given an explanation of charges.
- to be given, upon request, full information and necessary counseling on the availability of known financial resources for their health care.
- to express grievances regarding possible violations of these rights as stated in Florida law to the health care provider who served them and to the appropriate state licensing agency.

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## A PATIENT HAS THE RESPONSIBILITY...

- to follow Premier rules and regulations and behave respectfully toward all Premier health care professionals and staff, as well as other patients and visitors.
- to provide to their health care provider to the best of their ability accurate and complete information about present complaints, past illnesses, hospitalizations, medications taken, including over the counter and dietary supplements, allergies and sensitivities, and other matters pertinent to their health.
- to report unexpected changes in their medical condition to the provider.
- to advise to their health care provider if they do not understand the proposed treatment plan or what their provider expects of them.
- to participate in treatment and follow the agreed upon treatment plan.
- to be responsible for their actions if they refuse treatment or do not follow their provider's recommendations.
- to keep scheduled appointments and when unable to do so, to promptly notify the provider or facility.
- to assure that the financial obligations of their health care are fulfilled as promptly as possible.