

(REVISION OF THE PATIENT GUIDE)

SUMMARY OF THE FLORIDA PATIENT'S BILL OF 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:

1. 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.
2. A patient has the right to a prompt and reasonable response to questions and requests.
3. A patient has the right to know who is providing medical services and who is responsible for his or her care.
4. 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.
5. A patient has the right to bring any person of his or her choosing to the patient accessible areas of the health care facility or provider's office to accompany the patient while the patient is receiving inpatient or outpatient treatment or is consulting with his or her health care provider, unless doing so would risk the safety or health of the patient, other patients, or staff of the facility or office or cannot be reasonably accommodated by the facility or provider.
6. A patient has the right to know what rules and regulations apply to his or her conduct.
7. A patient has the right to be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
8. A patient has the right to refuse any treatment, except as otherwise provided by law.
9. 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.
10. 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.
11. A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
12. 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.
13. A patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.
14. A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.

15. 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.
16. 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.
17. 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.
18. A patient is responsible for reporting unexpected changes in his or her condition to the health care provider.
19. 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.
20. A patient is responsible for following the treatment plan recommended by the health care provider.
21. 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.
22. 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.
23. A patient is responsible for assuring that the financial obligations of his or her health care are fulfilled as promptly as possible.
24. A patient is responsible for following health care facility rules and regulations affecting patient care and conduct.

SUMMARY OF THE JOINT COMMISSION RIGHTS AND RESPONSIBILITIES OF INDIVIDUALS:

1. The hospital respects, protects, and promotes patient rights.
 - The hospital has written policies on patient rights.
 - The hospital informs the patient of his or her rights.
 - The hospital informs the patient (or support person, where appropriate) of his or her visitation rights.
 - Visitation rights include the right to receive the visitors designated by the patient, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend. Also included is the right to withdraw or deny such consent at any time.
 - The hospital treats the patient in a dignified and respectful manner that supports his or her dignity.
 - The hospital respects the patient's right to and need for effective communication.
 - The hospital respects the patient's cultural and personal values, beliefs, and preferences.

- The hospital respects the patient's right to privacy.
 - The hospital accommodates the patient's right to religious and other spiritual services.
 - The hospital allows the patient to access, request amendment to, and obtain information on disclosures of his or her health information, in accordance with law and regulation.
 - The hospital allows a family member, friend, or other individual to be present with the patient for emotional support during the course of stay.
 - The hospital allows for the presence of a support individual of the patient's choice, unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated. The individual may or may not be the patient's surrogate decision-maker or legally authorized representative.
 - The hospital prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.
2. The hospital respects the patient's right to receive information in a manner he or she understands.
- The hospital provides information in a manner tailored to the patient's age, language, and ability to understand.
 - The hospital provides language interpreting and translation services.
 - The hospital provides information to the patient who has vision, speech, hearing, or cognitive impairments in a manner that meets the patient's needs.
3. The hospital respects the patient's right to participate in decisions about his or her care, treatment, and services.
- The hospital involves the patient in making decisions about his or her care, treatment, and services, including the right to have his or her family and physician promptly notified of his or her admission to the hospital.
 - When a patient is unable to make decisions about his or her care, treatment, and services, the hospital involves a surrogate decision-maker in making these decisions.
 - The hospital provides the patient or surrogate decision-maker with written information about the right to refuse care, treatment, and services.
 - The hospital respects the patient's or surrogate decision-maker right to refuse care, treatment, and services, in accordance with law regulation.
 - The hospital involves the patient's family in care, treatment, and services decisions to the extent permitted by the patient or surrogate decision-maker, in accordance with law regulation.
 - The hospital provides the patient or surrogate decision-maker with the information about outcomes of care, treatment, and services that the patient needs in order to participate in current and future health care decisions.
 - The Licensed independent practitioner responsible for managing the patient's care, treatment, and services, or his or her designee provides information of

unanticipated outcomes of the patient's care, treatment, and services that are sentinel events as defined by the Joint Commission.

4. The hospital honors the patient's right to give or withhold informed consent.
 - The hospital records in a form, in progress notes, or elsewhere in the record documentation on informed consent that describes the specific care, treatment, and services that require informed consent. Circumstances that would allow for exceptions to obtain informed consent; process used to obtain informed consent; how informed consent is documented in the patient record.
 - The hospital includes in the informed consent process a discussion of the patient's proposed care, treatment, and services. Potential benefits, risks, and side effects of the patient's proposed care, treatment, and services; the likelihood of the patient achieving his or her goals; and any potential problems that might occur during recuperation. Reasonable alternatives to the patient's proposed care, treatment, and services. The discussion encompasses risks, benefits, and side effects related to the alternatives and the risks to not receiving the proposed care, treatment, and services.
 - The hospital obtains and documents informed consent in advance when it makes and uses recordings, films, or other images (photographic, video, digital, electronic, or audio media) of patients for internal use other than identification, diagnosis, or treatment of the patient.

5. The hospital protects the patient and respects his or her rights during research, investigation, and clinical trials.
 - To help the patient determine whether or not to participate in research, investigation, or clinical trials, the hospital provides the patient with an explanation of the purpose of the research, the expected duration of the patient's participation, a clear description of the procedures to be followed, a statement of the potential benefits, risks, discomforts, and side effects, and alternative care, treatment, and services available to the patient that might prove advantageous to the patient.
 - The hospital informs the patient that refusing to participate in research, investigation, or clinical trials or discontinuing participation at any time will not jeopardize his or her access to care, treatment, and services unrelated to the research.
 - The hospital documents in the research consent form that the patient received information to help determine whether or not to participate in the research, investigation, or clinical trials. That the patient was informed that refusing to participate in research, investigation, or clinical trial or discontinuing participation at any time will not jeopardize his or her access to care, treatment, and services unrelated to the research, the name of the person who provided the information and the date the form was signed, and the patient's right to privacy, confidentiality, and safety.

6. The hospital respects the patient's right to receive information about the individual (s) responsible for, as well as those providing, his or her care, treatment, and services.
 - The hospital informs the patient of the name of the physician, clinical psychologist, or other practitioner who has primary responsibility for his or her care, treatment, or services; and the name of the physician (s), clinical psychologist (s) who will provide his or her care, treatment, and services.
7. The hospital addresses patient decisions about care, treatment, and services received at the end of life.
 - The hospital provides patients with written information about advance directives, forgoing or withdrawing life-sustaining treatment, and withholding resuscitative services.
 - Providing the patient upon admission with information on the extent to which the hospital is able, unable, or unwilling to honor advance directives. Communicating its policy on advance directives upon request or when warranted by the care, treatment, and services provided to patient at outpatient settings. Whether the hospital will honor advance directives in its outpatient settings. The hospital will honor the patient's rights to formulate or review and revise his or her advance directives. Informing staff and licensed independent practitioners who are involved in the patient's care, treatment, and services whether or not the patient has an advance directive.
 - The hospital documents whether or not the patient has an advance directive.
 - The hospital refers the patient to resources for assistance in formulating advance directives upon request.
 - The hospital documents the patient's wishes concerning organ donation and honors the wishes within the limits of its capability, policy, and law and regulation upon patient request or when required by policy.
 - The patient's right to access care, treatment, and services is not determined by the existence or lack of an advance directive.
8. The patient has the right to be free from neglect; exploitation; and verbal, mental, physical, and sexual abuse.
 - The hospital determines how it will protect the patient from neglect, exploitation, and abuse that could occur while the patient is receiving care, treatment, and services.
 - The hospital evaluates all allegations, observations, and suspected cases of neglect, exploitation, and abuse that occur within the hospital.
 - The hospital reports allegations, observations, and suspected cases of neglect, exploitation, and abuse to appropriate authorities based on its evaluation of the suspected events, or as required by law.
9. The patient and his or her family have the right to have complaints reviewed by the hospital.
 - The hospital establishes a complaint resolution process and informs the patient and his or her family about it.

- The governing body is responsible for the effective operation of the complaint resolution process unless it delegates this responsibility in writing to a complaint resolution committee.
 - The hospital reviews and, when possible, resolves complaints from the patient and his or her family.
 - The hospital acknowledges receipt of a complaint that the hospital cannot resolve immediately and notifies the patient of follow-up to the complaint.
 - The hospital provides the patient with the phone number and address needed to file a complaint with the relevant state authority.
10. The patient has the right to access protective and advocacy services.
11. The hospital informs the patient about his or her responsibilities related to his or her care, treatment, and services.
- The hospital defines patient responsibilities including providing information that facilitates their care, treatment, and services. Asking questions or acknowledging when he or she does not understand the treatment course or care decision. Following instructions, policies, rules, and regulations in place to support quality care for patients and safe environment for all individuals in the hospital. Supporting mutual consideration and respect by maintaining civil language and conduct in interactions with staff and licensed independent practitioners and meeting financial commitments.
 - The hospital informs the patient verbally, or in writing, or both about his or her responsibility in accordance with its policy.

Palmetto General Hospital encourages patients to share any concerns with staff members. Administration may also be contacted directly. Filing a complaint will not adversely affect patient care or access to care. Complaints may be filed with the State of Florida or The Joint Commission:

**Agency for Health Care Administration
Consumer Assistance Unit
2727 Mahan Drive, Building 1
Tallahassee, FL 32308
Toll Free: (888) 419-3456
www.ahca.myflorida.com**

**The Joint Commission
Office of Quality Monitoring
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
Toll Free: (800) 994-6610
www.jointcommission.org**