

THE OUTPATIENT CENTER OF DELRAY

561-499-9585 – Fax: 561-498-4726

PATIENT BILL OF RIGHTS RESPONSIBILITIES FOR: Patient's, Patient's Representatives or Surrogates

1. A patient has the right to be treated with courtesy and respect, with appreciation of his individual dignity, and with protection of his 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, who is responsible for his/her care and the credentials of that provider. The patient has the right to be informed of any persons other than the routine personnel that would be observing or participating in his/her treatment and to refuse that observation and/or participation.
4. A patient has the right to know what patient support services are available, including whether an interpreter is available if he does not speak English. A patient who is deaf has the right to request an interpreter who communicates using sign language.
5. A patient has the right to know what rules and regulations apply to his conduct.
6. A patient has the right to be given by his healthcare provider information concerning his diagnosis, planned course of treatment, alternatives, risks, and prognosis, and to participate in care planning. The patient has the right to be fully informed about the treatment, procedure and the expected outcome before the consent is signed and procedure performed. When it is medically advisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
7. A patient has the right to refuse any treatment and to be informed of the consequences of his/her actions. The patient has the right to know if any research will be done during his/her treatment and has the right to refuse it.
8. It is the patient's responsibility to notify the center if you have a living will, medical power of attorney or other directive that could affect your care. It is your responsibility to bring a copy to the center, to be kept with your medical record. In this ambulatory care setting, if a patient should suffer a cardiac or respiratory arrest or other life threatening situation, the signed consent implies consent for resuscitation and transfer to a higher level of care. Therefore, in accordance with federal and state law, the facility is notifying you it will NOT honor previously signed advance directives for any patient. In the event of a transfer, the paperwork would be forwarded with your medical record to the receiving institution. You have a right to information concerning the facility to which you will be transferred. If you disagree with any of the above, you must address this issue with your physician or anesthesiologist prior to the procedure.
9. A patient has the right to be given full information regarding fees for services, payment policies and necessary counseling on the availability of known financial resources for his 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 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, physical handicap, or sources 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 express grievances regarding any violation of his rights. You may express grievances via Patient Surveys given to each patient at discharge or by calling the Nursing Administrator at 561-499-9585. You also have the right to contact the Consumer Assistance Unit of the Agency for Healthcare Administration by writing to them at: 2727 Mahan Drive, Building No. 1, Tallahassee, FL 32308 or calling 1-800-419-3456 and/or for Medicare patients the Office of the Medicare Beneficiary Ombudsman, www.cms.hhs.gov/center/ombudsman.asp or the State of Florida at FMQAI, 5201 W Kennedy Boulevard Suite 900, Tampa, Florida 33609-1822 (800-844-0795). <https://ahcaxnet.fdhc.state.fl.us/hcfc/>
16. A patient is responsible for providing to his health care provider, to the best of his knowledge, accurate and complete information about his/her health, any medications, including over-the-counter products and dietary supplements and any allergies and/or sensitivities.
17. A patient is responsible for reporting unexpected changes in his condition to his health care provider.

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18. A patient is responsible for reporting to his health care provider whether he comprehends a contemplated course of action and what is expected of him.
19. A patient is responsible for keeping appointments and, when he is unable to do so for any reason, for notifying the health care provider.
20. A patient is responsible for his actions if he refuses treatment or does not follow the health care provider's instructions.
21. A patient is responsible for assuring that the financial obligations of his health care are fulfilled as promptly as possible.
22. A patient is responsible for following the center rules and regulations affecting patient care and conduct. It is the patient's responsibility and those accompanying the patient to be respectful of all healthcare providers and staff, as well as other patients and follow the center's policies.
23. The patient has the right to refuse to talk with or see anyone not officially connected with the center, including visitors or persons officially connected with the center but not directly involved in his care. The patient has the right to change providers (i.e. nurse, anesthesia provider, clinical support provider, etc.) at any time during the procedural care experience.
24. The patient has the right to wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
25. The patient has the right to be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes the right to have a person of one's own sex present during certain parts of a physical examination, treatment or procedure performed by a health professional of the opposite sex and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which the patient has asked to disrobe.
26. The patient has the right to expect that any discussion or consultation involving his case will be conducted discreetly and that individuals not directly involved in his care will not be present without his permission.
27. The patient has the right to have access to his medical record, to have the medical record kept confidential and read only by individuals directly involved in his treatment or in the monitoring of its quality. Other individuals can only read his medical record on his written authorization or that of his legally authorized representative.
28. The patient has the right to expect all communications and other records pertaining to his care, including the source of payment for treatment, to be treated as confidential.
29. The patient has the right to request a transfer to another room if another patient or a visitor in the room is unreasonably disturbing him.
30. The patient has the right to be placed in protective privacy when considered necessary for personal safety.
31. The patient has the right to pastoral care or services upon request.
32. The patient has the right to be free from any form of abuse, including verbal, physical, psychological, sexual and emotional and be from any act of discrimination or reprisal.
33. The patient has the right to appropriate assessment and management of pain.
34. It is the patient's responsibility to provide adult transportation to and from the center and remain with you for 24 hours, appropriate to the medications and/or anesthesia to be given and according to preoperative instructions.
35. If a patient is adjudged incompetent under applicable state laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under state law to act on the patient's behalf.