

Cypress Creek Outpatient Surgical Center

Patient's Bill of Rights and Responsibilities

A PATIENT HAS THE RIGHT TO:

- Be treated with courtesy and respect, with appreciation of his or her dignity, and with protection of privacy.
- Receive care in a safe setting.
- Be free from all forms of abuse or harassment and from any act of discrimination or reprisal.
- Receive a prompt and reasonable response to questions and requests.
- Know who is providing medical services and is responsible for his or her care.
- Change providers if other qualified providers are available.
- 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.
- 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.
- If a State court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State 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.
- To be notified of the center's policy on Advance Directives, as required by state or federal law and regulations
- To approve or refuse the release of patient disclosures and records, except when release is required by law.
- Patient disclosures and records are treated confidentially.
- 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 and any grievances regarding treatment or care that is (or fails to be) furnished.

A PATIENT IS RESPONSIBLE FOR:

- Providing the health care provider complete and accurate information to the best of his/her ability about present complaints, past illnesses, hospitalizations, medications, including over-the counter products and dietary supplements, and any allergies or sensitivities 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 and participate in his/her care.
- 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.
- Behaving respectfully towards all the health care professionals and staff, as well as other patients.
- Providing a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.

If you have any suggestions, complaints or grievances, you may contact the following organizations:

ADMINISTRATION 2122 West Cypress Creek Rd Suite 120 Ft Lauderdale, FL 33309 954-900-3382	AGENCY FOR HEALTH CARE ADMINISTRATION CONSUMER ASSISTANCE UNIT 2727 Mahan Drive / Bldg 1 Tallahassee, FL 32308 1-888-419-3456	OFFICE OF THE MEDICARE BENEFICIARY OMBUDSMAN www.cms.hhs.gov/center/ombudsman.asp
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