

Patient Rights & Responsibilities

Patients Have the Right...

- A. To be treated with respect, consideration and dignity.
- B. To be provided with appropriate privacy.
- C. To review their medical records, and to know that patient disclosures and records are treated confidentially and, except when required by law, patients are given the opportunity to approve or refuse their release.
- D. To know, to the degree known, complete information concerning their diagnosis, evaluation, treatment, and prognosis. When it is medically inadvisable to give such information to a patient, the information is provided to a person designated by the patient or to a legally authorized person.
- E. To be given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons.
- F. To request use of interpretation services if they are more comfortable communicating in their primary language
- G. Information is available to patients and staff concerning:
 - 1. Patient Rights, including those specified in A, B, C, D, E and F above.
 - 2. Patient conduct, responsibilities and participation.
 - 3. Services available at the organization.
 - 4. Provisions for after -hours and emergency care
 - 5. Policies for fees-for-service. All uninsured or self-pay patients have the right to receive a good faith estimate of how much care will cost before receiving it.
 - 6. Payment policies.
 - 7. Patients' right to refuse to participate in experimental research.
 - 8. Advanced directives, as required by state or federal law and regulations.
 - 9. Provider Credentials. Further information is available upon request from the Clinical Risk Management Specialist or on the SHS web page.
- H. To be informed of their right to change provider if other qualified providers are available or to request the same provider.
- I. To know that marketing or advertising regarding the competence and capabilities of the organization accurately reflects services provided.
- J. To know that the provider staff is insured under the UCF COMSIP Plan.
- K. To express grievances, concerns, and feedback to SHS through the use of a patient satisfaction survey or by meeting with the Patient Advocate.

Patients Have the Responsibility...

- A. To provide complete and accurate information to the best of their ability to the provider about present complaints, past illnesses, hospitalizations, medications including over-the-counter products and dietary supplements, allergies and sensitivities and other matters that are related to their health.
- B. To follow the plan of treatment prescribed by his/her provider and participate in his/her care.
- C. To obtain transportation by a responsible adult who will remain with them as directed by the provider or as indicated on discharge instructions.
- D. To accept personal responsibility for any charges not covered by insurance
- E. To be respectful of all the health care professionals and staff, as well as other patients and visitors.
- F. To request care and treatment from a health care provider who is not responsible for grading/academic performance.