



TAMPA BAY SPECIALTY SURGERY CENTER **PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES**

Florida law requires that the healthcare provider or healthcare facility recognize your rights while receiving medical care and that you respect the healthcare provider's or healthcare facility's right to expect certain behavior by the patient.

PATIENT RIGHTS

- The right to be treated with courtesy and respect, with appreciation of his/her individual dignity and with protection of his/her appropriate privacy.
- The right to confidentiality of information contained in the medical record and an opportunity to approve or refuse their release.
- The right to know who is providing medical services, who is responsible for his/her care and that all providers are credentialed.
- The right to accurate marketing and advertising that is not misleading.
- The rights to know what patient support services are available, including whether an interpreter is available if he/she does not speak English.
- The right to know what rules and restrictions apply to his/her conduct.
- The right to be given by his/her healthcare provider information concerning diagnosis, evaluation, treatment, alternatives, risks, prognosis and an opportunity to participate in decisions.
- The right to refuse any treatment, except as otherwise provided by law.
- The right to be given, upon request, full information and necessary counseling on the availability of known medical and financial sources for their care.
- The right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care & information regarding our contracts with CMS and other insurance or managed care contracts.
- The right to receive a copy of a reasonably clear and understandable bill and, upon request, to have the charges explained.
- The right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical handicap or source of payment.
- The right to treatment for an emergency medical condition that will deteriorate from failure to provide treatment.
- For emergency or after hour care call 911, your physician or go to the emergency department.
- The right to know if medical treatment is for purposes of experimental research and to give his/her consent or the right of refusal to participate in such experimental research or education.
- The right to express grievances regarding any violation of his/her rights, as stated in Florida law, through the grievance procedure of the healthcare provider of healthcare facility which serviced him/her and to the appropriate state licensing agency.



PATIENT RESPONSIBILITIES

- A patient is responsible for providing his/her healthcare provider, to the best of his/her knowledge, accurate and complete information about present complaints, past illness, hospitalizations, medications, and other matters relating to his/her health
- A patient is responsible for reporting unexpected changes in his/her healthcare provider.
- A patient is responsible for reporting to his/her healthcare provider whether he/she comprehends a contemplated course of action and what is expected of him/her.
- A patient is responsible for following the treatment plan recommended by his/her healthcare provider.
- A patient is responsible for A patient is responsible for keeping appointments and, when he/she is unable to do so for any reason, for notifying the healthcare provider or healthcare facility.
- A patient is responsible for his/her actions if he/she refuses treatment or does not follow the healthcare provider's instructions.
- A patient is responsible for assuring that the financial obligations of his/her healthcare are fulfilled as promptly as possible.
- A patient is responsible for following healthcare facility rules and regulations affecting patient care and conduct and understanding Advanced Directive's as required by state & federal law and regulations and consenting to its waiver.

SUGGESTIONS OR FILING COMPLAINTS

If you have a complaint against Tampa Bay Specialty Surgical Center or a health care professional and want to Receive a complaint form, contact the TBSSC Administrator or call 1-888-419-3456 or write to the following address: AHCA, Consumer Services Unit, P.O. Box 14000, Tallahassee, FL 32317.

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