

Patients' Rights and Responsibilities

Tallahassee Memorial HealthCare recognizes the rights you have as a patient receiving medical care or undergoing treatment at our hospital. 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:

You as a Patient

- ◆ have the right to be treated with courtesy and respect, with appreciation of your individual dignity, and with protection of your need for privacy.
- ◆ have the right to a prompt and reasonable response to questions and requests.
- ◆ have the right to know who is providing medical services and who is responsible for your care.
- ◆ have the right to know what patient support services are available, including whether an interpreter is available if you do not speak English, or if you are hearing impaired.
- ◆ have the right to know what rules and regulations apply to your conduct.
- ◆ have the right to refuse any treatment, except as otherwise provided by law.
- ◆ have the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for your care.
- ◆ if eligible for Medicare, have 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.
- ◆ have the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- ◆ have the right to receive a copy of a reasonably clear and understandable itemized bill and, upon request, to have the charges explained.
- ◆ have the right to impartial access to medical treatment or accommodations regardless of age, race, national origin, religion, language, culture, gender, gender identity, sexual orientation, physical handicap or source of payment.
- ◆ have the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- ◆ have the right to know if medical treatment is for purposes of experimental research and to give your consent or refusal to participate in such experimental research.
- ◆ have the right to express grievances regarding any violation of your rights, as stated in Florida law, through the grievance procedure of the health care provider or health care facility that served you and to the appropriate state licensing agency.
- ◆ have the right to be given by your health care provider information concerning diagnosis, planned and unplanned outcomes in the course of treatment, alternatives, risks and prognosis.
- ◆ have the right to have your pain treated, to be taught about pain and how your pain can be relieved, and to have your complaint of pain addressed.
- ◆ have the right to receive visitors you choose, including, but not limited to a spouse, domestic partner (including same sex domestic partner), another family member or a friend, and you have the right to deny consent at any time.
- ◆ have the right to have a family member, friend or other individual person present for emotional support during the course of your stay.
- ◆ have the right to be free from restraint unless the restraint is needed to protect you or others from harm.
- ◆ are responsible for providing to your health care provider, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
- ◆ are responsible for reporting unexpected changes in your condition to your health care provider.
- ◆ are responsible for reporting to your health care provider whether you comprehend a contemplated course of action and what is expected of you.
- ◆ are responsible for following the treatment plan recommended by your health care provider.
- ◆ are responsible for keeping appointments and, when you are unable to do so for any reason, for notifying the health care provider or health care facility.
- ◆ are responsible for your actions if you refuse treatment or do not follow the health care provider's instructions.
- ◆ are responsible for assuring that the financial obligations of your health care are fulfilled as promptly as possible.
- ◆ are responsible for following health care facility rules and regulations affecting patient care and conduct.
- ◆ are responsible for proper conduct, including no violence toward patients, visitors or staff.

Your Feedback

Patients, families and visitors are encouraged to speak directly with the manager of this facility if they have a complaint.

In addition, TMH sends patient satisfaction surveys to a sample portion of our patients. If you receive a survey, please fill it out and return it. In this way, we can make improvements based on your feedback.

If you have a complaint against a health care professional and want to receive a complaint form, call the Consumer Services Unit at 1+ (888) 419-3456 ([Press 1 for English or 2 for Spanish](#)) or write to:

**Agency for Health Care Administration
Consumer Services Unit
P.O. Box 14000
Tallahassee, FL 32317-4000**

Access to Patient Advocacy Groups

- Suspected abuse or neglect of a child, elderly person or a disabled person. Abuse Registry Hotline, 1 (800) 962-2873
- Suspected sexual abuse or partner abuse. Refuge House, (850) 681-2111
- Suspected violation of Residents Rights at Long Term Care. Long Term Care Ombudsman, (850) 921-4703

Joint Commission's Office of Quality Monitoring may be reached, toll-free (800) 994-6610 and at www.jointcommission.org

Para obtener una copia en Español de "Sus Derechos y Responsabilidades Como Paciente," haga el favor de preguntarle a su enfermera.



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