Tallahassee Memorial HealthCare
Adult Day Care Center

Client Rights

1. The Client has the right to be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.
2. The Client has the right to a prompt and reasonable response to questions and requests.
3. The Client has the right to know who is providing medical services and who is responsible for his or her care.
4. The Client has the right to know what patient support services are available, including whether an interpreter is available if he or she does not speak English.
5. The Client has the right to know what rules and regulations apply to his or her conduct.
6. The Client has the right to be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
7. The Client has the right to refuse any treatment, except as otherwise provided by law.
8. The Client has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.
9. The Client who is eligible for Medicare has 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.
10. The Client has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
11. The Client has the right to receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.
12. The Client has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical handicap, or source of payment.
13. The Client has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
14. The Client has the right to know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research.
15. The Client has the right to express grievances regarding any violation of his or her rights, as stated in Florida law, through the grievance procedure of the health care provider or health care facility which served him or her and to the appropriate state licensing agency.
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Client Responsibilities

1. The Client is responsible for providing to the health care provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health.

2. The Client is responsible for reporting unexpected changes in his or her condition to the health care provider.

3. The Client is responsible for reporting to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.

4. The Client is responsible for following the treatment plan recommended by the health care provider.

5. The Client is responsible for keeping appointments and, when he or she is unable to do so for any reason, for notifying the health care provider or health care facility.

6. The Client is responsible for his or her actions if he or she refuses treatment or does not follow the health care provider’s instructions.

7. The Client is responsible for assuring that the financial obligations of his or her health care are fulfilled as promptly as possible.

8. The Client is responsible for following health care facility rules and regulations affecting patient care and conduct.