

Patient Rights and Responsibilities

Santé Plus Medical Center know it's important you understand your rights and responsibilities so you can actively participate in your healthcare.

As a patient you have the right to:

- Be treated with courtesy and respect for your cultural, psychosocial, spiritual and personal values, beliefs and preferences, as well as with appreciation of individual dignity and protection of privacy and informational confidentiality within the law.
- A prompt and reasonable response to questions and requests
- Have a family member or representative of your choice and your own physician notified promptly of your admission to the medical center
- Know who is providing medical services and who is responsible for your care
- Know what patient support services are available, including access to a phone for private telephone conversations, interpreters, translators and resources for the disabled
- Impartial access to medical treatment or accommodation regardless of race, national origin, religion, physical handicaps or sources of payment
- Treatment for any emergency medical condition that will get worse from failure to provide treatment
- Know what rules and regulations apply to your conduct
- Be given information concerning the diagnosis, prognosis, planned course of treatment, benefits, risks and alternatives presented in a language and manner that you can understand
- Have your family involved in decision making with permission from you or your Surrogate
- The presence of support individuals of your choice, unless the individuals' presence infringes on others' rights or safety, or is medically or therapeutically contraindicated
- Appropriate assessment and management of your pain, and to be involved in decisions about managing pain
- Be free from restraints or seclusion unless necessary for your safety or to prevent injury to others
- Initiate or amend an advance healthcare directive
- Participate in decisions about your care at the end of life with competent attention to your physical, psychosocial, spiritual and cultural needs
- Refuse any treatment, except as otherwise provided by law
- Know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such research.
- Information about accessing protective services if you feel you are in physical danger, or have been abused, neglected or exploited by anyone, including family members, visitors, other patients, staff, students or volunteers.

- Receive, upon request, prior to treatment, a reasonable estimate of charges for medical care
- Receive, upon request, information and counseling on the availability of known financial resources for your care
- Know, upon request, in advance of treatment, whether the healthcare provider or facility accepts the Medicare assignment rate if you are eligible for Medicare
- Receive, upon request, a copy of a reasonably clear and understandable itemized bill and to have the charges explained
- Access to the Ethics Committee and the option to participate in the process to resolve ethical issues.
- Expect reasonable safety insofar as the hospital practices and environment permit
- Consult with a specialist, at your request and expense
- Receive a complete explanation about the need for or alternative to a transfer (transfer must be acceptable to the other facility)
- Be informed by your healthcare provider of continuing healthcare requirements after your discharge
- Express a complaint or grievance regarding safety, quality of care or any violation of your rights as stated in Florida law, through the grievance procedure at this medical center, to the appropriate state licensing agency or The Joint Commission.
- Sanitas is committed to addressing your concerns about patient care and safety, and requests that you contact the Patient Support **1-800-235-7464**

As a patient you are responsible for:

- Giving the health care provider accurate information about present complaints, past illnesses, hospitalizations, medications, and any other information about his or her health.
- Reporting unexpected changes in your condition to the health care provider
Reporting your pain and working with the staff to manage your pain
- Asking questions if you do not understand your treatment or what is expected of you
- Following the treatment plan recommended by the health care provider
- Your actions if you refuse treatment or do not follow the healthcare provider's instructions
- Thoughtful consideration of your wishes about end-of-life care and for communicating those wishes through advance directives.
- Providing accurate insurance and payment information to the hospital and physicians at the time of registration or service

- Complying with the hospital's rules and regulations affecting patient care and conduct
- Making sure financial responsibilities are carried out
- Being considerate of the rights of other patients and medical center personnel, and for assisting in the control of noise
- Being respectful of the property of other people and the medical center
- Keeping appointments and, when unable to do so for any reason, notifying your health care provider
- Safeguarding your belongings

If you have questions or concerns about your rights and responsibilities, please call to Patient Support **1-800-235-7464**