



CENTER  
— for —  
SPECIAL  
SURGERY

## PATIENT'S RIGHTS AND RESPONSIBILITIES

### Centers for Medicare and Medicaid Services (CMS)

#### The patient and the patient's representative or surrogate has the right to:

- Be free from discrimination or reprisal
- Voice grievances regarding treatment or care that is (or fails to be) provided
- Be fully informed about a treatment or procedure and the expected outcome before it is performed
- Personal privacy
- Respect, dignity and comfort
- Receive care in a safe setting
- Be free from all forms of abuse or harassment
- Receive information about their privacy rights and how their information can be used
- Privacy and confidentiality of medical record information
- Make informed decisions regarding care
- Formulate an Advance Directive
- Delegate his/her right to make informed decisions to another person
- Know if your physician has a financial interest or ownership in the center
- File a grievance

If a patient is adjudged incompetent under applicable State laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under State law to act on the patient's behalf.

If a State court has not adjudged a patient incompetent, any legal representative or surrogate designated by the patient in accordance with State law may exercise the patient's rights to the extent allowed by State law.

### FL State

#### The patient and the patient's representative or surrogate has the right to:

- Be treated with courtesy and respect, with appreciation of his or her dignity, and with protection of privacy
- Receive a prompt and reasonable response to questions and requests
- Know who is providing medical services and who is responsible for his or her care
- Know what patient support services are available, including if an interpreter is available if the patient does not speak English
- Know what rules and regulations apply to his or her conduct
- Be given by the health care provider information such as diagnosis, planned course of treatment, alternatives, risks and prognosis
- Refuse any treatment, except as otherwise provided by law
- Be given full information and necessary counseling on the availability of financial resources for care
- Know whether the health care provider or facility accepts the Medicare assignment rate, if the patient is covered by Medicare
- Receive prior to treatment, a reasonable estimate of charges for medical care
- Receive a copy of an understandable itemized bill and, if requested, to have the charges explained
- Receive medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment
- Receive treatment for any emergency medical condition that will deteriorate from failure to provide treatment

- Know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such research
- Express complaints regarding any violation to his or her rights

#### **Accreditation Association for Ambulatory Health Care (AAAHC)**

##### **The patient and the patient's representative or surrogate has the right to:**

- Be treated with respect, consideration and dignity
- Be provided appropriate privacy
- When the need arises, reasonable attempts are made for health care professionals and other staff to communicate in the language or manner primarily used by patients
- Be provided to the degree known, 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
- Be given the opportunity to participate in decisions involving their health care, except when such participation is contraindicated for medical reasons
- Know services available at the facility
- Know provisions for after-hours and emergency care
- Know fees for services
- Know payment policies
- Formulate advance directives
- Know the credentials of health care professionals
- Know if there is an absence of malpractice insurance coverage
- Know how to voice grievances regarding treatment or care
- Know methods for providing feedback, including complaints
- Be informed of their right to change providers if other qualified providers are available

#### **FL State**

##### **The patient or as appropriate the patient's representative is 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 his or her condition to the health care provider
- Reporting to the health care provider whether he or she understands a planned course of action and what is expected of him or her
- Following the treatment plan recommended by the health care provider
- Keeping appointments and, when unable to do so, notifying the health care provider or facility
- His or her actions if treatment is refused or if the patient does not follow the health care provider's instructions
- Making sure financial responsibilities are carried out
- Following health care facility conduct rules and regulations
- Right of self-determination regarding healthcare decisions, including the right to refuse an opioid drug listed as Schedule II controlled substance.

#### **Accreditation Association for Ambulatory Health Care (AAAHC)**

##### **The patient or as appropriate the patient's representative is responsible for:**

- Providing complete and accurate information the best of his/her ability about his/her health, any medications taken, including over-the-counter products and dietary supplements, and any allergies or sensitivities
- Following the treatment plan prescribed by his/her provider and participating in his/her care
- Providing a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by the provider
- Accepting personal financial responsibility for any charges not covered by insurance
- Behaving respectfully toward all the health care professionals and staff, as well as other patients

#### **Complaint/grievance process:**

**If you, your representative or surrogate have a problem or complaint, please speak to the receptionist, nurse, physician or your caregiver; we will address your concern(s). You may also contact the Facility Administrator. If your concern cannot be**

**immediately resolved the facility will investigate the complaint/grievance and notify you, in writing, the outcome of the investigation.**

If you are not satisfied with the response of the Surgery Center you may contact the State of Florida via:

**Mail:** Agency for Health Care Administration  
Consumer Assistance Unit  
2727 Mahan Drive/BLDG. 1  
Tallahassee, FL 32399  
**Phone:** Consumer Assistance Unit at 1-888-419-3456  
**Email:** [www.FloridasHealth.com](http://www.FloridasHealth.com)

If you have a complaint against a health care professional contact:

**Mail:** Department of Health  
Consumer Services Unit  
4052 Bald Cypress Way, Bin C7S  
Tallahassee, FL 32399  
**Phone:** Consumer Services Unit at 1-888-419-3456 (press 1)  
**Email:** [MQA.consumerservice@flhealth.gov](mailto:MQA.consumerservice@flhealth.gov)

You may also contact AAAHC via:

**Mail:** Accreditation Association for Ambulatory Health Care, Inc.  
5250 Old Orchard Road, Suite 200  
Skokie, Illinois 60077  
**Phone:** 1-847-853-6060

**NOTE:** Role of Medicare Ombudsman is to ensure that Medicare Beneficiaries receive the information and help them need to understand their Medicare options and to apply their Medicare rights and protections.

All Medicare beneficiaries may also file a complaint or grievance with the Medicare Beneficiary Ombudsman. Visit the Ombudsman's webpage on the web at:

<https://www.medicare.gov/claims-appeals/your-medicare-rights/get-help-with-your-rights-protections>