



# PATIENT *Bill* of Rights

## I. Patients of CareFast + have the Right to:

- A. Become informed of his/her rights as a patient in advance of or when the provision of care is discontinued. The patient may appoint a representative to receive this information.
- B. Understand and use their rights. Communication with patients will be effective and provided in a manner that facilitates understanding by the patient. Written information provided will be appropriate to the age, understanding and, as appropriate, the language of the patient. As appropriate, communication specific to vision, speech, hearing, cognitive and language-impaired patients will be appropriate to the impairment.
- C. Access protective and advocacy services or have these services accessed on the patient's behalf.
- D. Considerate, dignified and respectful care, provided in a clean, safe, smoke-free, private environment, free from all forms of abuse, neglect, harassment, exploitation and/or restraints that are not medically necessary and, in which, the patient's cultural and personal values, beliefs and preferences are respected.
- E. Be informed of services available at CareFast +.
- F. Receive information from his/her doctor and other relevant caregivers, about his/her illness, diagnosis, course of treatment, outcomes of care (including unanticipated outcomes), and his/her prognosis for recovery in terms that he/she can be reasonably expected to understand.
- G. Receive as much information about any proposed treatment or procedure as he/she may need in order to give informed consent or to refuse the course of treatment. Except in emergencies, this shall include a description of the procedure or treatment or both, the medically significant risks involved in the treatment, alternate courses of treatment or non-treatment and the risks involved in each, all as a reasonable medical practitioner under similar circumstances would disclose in a manner permitting the patient to make a knowledgeable decision.
- H. Knowledge of the name of the doctor who has primary responsibility for coordinating his/her care and the names and professional relationships of other doctors, nurses and healthcare providers who will see him/her and carry out any procedures or treatment.
- I. Have a health care proxy and any directive regarding anatomic gifts with the expectation that CareFast + will honor the intent of these directives to the extent allowed by law and company/clinic policy. CareFast + will advise patients of their rights under Florida State law and company/clinic policy to make informed medical choices, ask if the patient has a health care proxy or directive regarding anatomic gifts, and include that information in patient records. The patient has the right to timely information about company/clinic policy that may limit the ability of CareFast + to implement a legally valid health care proxy.
- J. Participate in the development and implementation of his or her plan of care and actively participate in decisions regarding his/her medical care.
- K. Accept medical care or to refuse treatment, to the extent permitted by law, and to be informed of the medical consequences of such refusal.
- L. Information about pain and pain relief measures.
- M. Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, age or source of payment.
- N. When medically appropriate and legally permissible, transfer to another facility that has accepted the patient for transfer and where the patient has been informed of the need for, risks, benefits and alternatives to such a transfer.
- O. Be informed by his/her doctor or a delegate of his/her doctor about reasonable continuity of care when urgent care is no longer appropriate and the patient is being discharged from the facility.
- P. Privacy while at CareFast + and confidentiality of all information and records pertaining to his/her treatment at the facility with release of such information limited to circumstances where the patient authorizes release or release is in accordance with HIPAA and other applicable privacy laws or any third-party payment contract.

- Q. Review the records and/or obtain a copy of the medical records pertaining to his/her medical care and to have the information explained or interpreted as necessary, except when restricted by law.
- R. Be advised of the facility's complaint or grievance process should he or she wish to communicate a concern regarding the quality of the care he or she received and the right to express a concern without fear of reprisal. This includes whom to contact to file a complaint. He or she will be provided with a written notice of the complaint determination that contains the name of the facility's contact person, the steps taken on his or her behalf to investigate the complaint, the results of the complaint, and when possible, the resolution of the complaint concerning the quality of care. This will be provided within 30 days if requested by the patient. The patient will also be notified that, if the patient is not satisfied by CareFast +'s response, the patient may complain to the Florida Department of Health Consumer Services Department.
- S. Be informed of charges for services, eligibility for third-party reimbursement and, when applicable, the availability of free or reduced cost of care.
- T. Examine and receive an explanation of his/her bill upon request regardless of course of payment.

## II. Patient Responsibilities

These responsibilities apply to the patient, guardian or legally authorized representative. The care a patient receives depends partially on the patient himself/herself. Therefore, in addition to the above rights, patients have certain responsibilities. These responsibilities are presented to the patient in the spirit of mutual trust and respect.

The patient has the responsibility:

- A. To provide accurate and complete information concerning his/her present complaints, past illnesses, hospitalizations, medications and other matters relating to his/her health.
- B. For reporting perceived risks in his or her care and unexpected changes in his/her condition to the responsible practitioner.
- C. For following the treatment plan established by his/her doctor, including the instructions of nurses and other health professionals, as they carry out the doctor's orders.
- D. For his/her actions should he/she refuse treatment or not follow his/her doctor's orders.
- E. For asking questions when they do not understand what they have been told about the patient's care or what they are expected to do.
- F. For being considerate of the rights of other patients and facility personnel.
- G. To participate in those educational and discharge planning activities necessary to ensure that he/she has adequate knowledge and support services necessary to provide him/her with a safe environment upon discharge from CareFast +.
- H. To ask the doctor or nurse what to expect regarding pain management; to discuss pain relief options with doctors and nurses and to help them develop a pain management plan, to ask for pain relief when pain first begins; to help doctors and nurses assess pain, to tell the doctors and nurses if pain is not relieved, and to tell doctors and nurses about any worries about taking pain medications.
- I. For being respectful of his/her personal property and that of other persons in the facility.
- J. For following policies and procedures of the facility.
- K. For assuring that the financial obligations of his/her care are fulfilled as promptly as possible.