



Florida Patient Rights and Responsibilities

Florida Statute 381.026

As your health care provider, Holy Cross Hospital recognizes your rights while receiving medical care. You may request a copy of the full text of the Patient Rights and Responsibilities at the front desk of this office. A summary of your rights and responsibilities is as follows:

As a patient, you have the right to:

- Be treated with courtesy and respect, with appreciation of their 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 your 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 your conduct.
- To formulate advance directives and have hospital staff and practitioners who provide care in the hospital comply with these directives.
- 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 free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff. Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member, or others and must be discontinued at the earliest possible time.
- Be given full information and necessary counseling on the availability of known 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 of your rights through the grievance procedure at Holy Cross Hospital, to the appropriate licensing agency, The Office of Civil Rights, or The Joint Commission.

As a patient, you are responsible for:

- Providing accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
- For reporting to your doctor whether you comprehend your treatment plan and what is expected of you.
- For following the treatment plan recommended by your doctor and staff.
- For keeping appointments and when you are unable to do so for any reason to notify the doctor and/or their staff.
- Your actions if you refuse treatment or do not follow the doctor's instructions.
- For assuring that the financial obligations of your health are fulfilled as promptly as possible.
- For following Holy Cross Hospital, Inc. rules and regulations affecting patient care and conduct.

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