

Patient Rights & Responsibilities

A Patient* Has The Right To:

- Be treated with courtesy and respect, with appreciation of his/her dignity, and with protection of privacy.
- Receive prompt and reasonable response to questions and requests.
- Know who is providing medical services and who is responsible for his/her care.
- Have a family member or designated representative and physician notified promptly of his/her admission.
- Be given, by the healthcare provider, information such as diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- Confidentiality of clinical records and the right to access that information within a reasonable time frame.
- Be included in all aspects of care and care decisions, including effective assessment and management of pain and end-of-life care.
- Participate in making decision about the development and implementation of his/her plan of care, and the right to request or refuse any treatment except as otherwise provided by law. This includes the right to terminate provider(s).
- Formulate advanced directives and be assured that all hospital staff and practitioners providing care will comply with those directives in accordance with state law.
- Know what patient support services are available, including if an interpreter is available if he/she does not speak English.
- Be free from all forms of abuse, neglect or harassment, including the freedom from restraints, whether physical or chemical, that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- Receive care in a safe environment that provides comfort and the protection of emotional and physical health.
- Know what rules and regulations apply to his/her conduct.
- Be given, upon request, full information and necessary counseling on the availability of known financial resources for care.
- Know, if he/she is eligible for Medicare, upon request and in advance of treatment whether the healthcare provider or healthcare facility accepts the Medicare assignment rate.
- 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/her consent or refusal to participate in such experimental research.
- Receive, upon request prior to treatment, a reasonable estimate of charges for medical care.
- Express complaints regarding any violation of his/her rights, as stated in Florida law, through the grievance procedure of the healthcare provider or healthcare facility that served him/her and to the appropriated state licensing agency.
- Receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.
- Receive medical treatment or accommodations, regardless of race, national origin, religion, physical handicap, or source of payment.
- Be informed (or support person*) of his/her right to have visitors regardless of his/her legal relationship to the patient and of any restrictions or limitations to those rights.
- Be informed (or support person*) of the right to receive or refuse visitors.
- Ensure that all visitors enjoy full and equal visitation privileges. In the unique event that visitation would need to be limited to ensure safety or confidentiality, PMC employees will work with the patient (or support person*) to continue the visit as soon as possible. Examples for when visitation may need to be restricted included a court order limiting or restraining contact, behavior that is a direct threat to patients, families, employees, or others in the immediate environment, or is disruptive of the functioning of the care unit.
- Not to be discriminated against based on age, race, ethnicity, religion, culture, sex, disability, sexual orientation and gender identity or expression.



A Patient* Is Responsible For:

- Providing to his/her healthcare provider, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his/her health.
- Reporting unexpected changes in his/her condition to their healthcare provider.
- Reporting to his/her healthcare provider whether he/she comprehends a contemplated course of action and what is expected of him/her.
- Following the treatment plan recommended by his/her healthcare provider.
- Keeping appointments and, when unable to do so for any reason, notifying the healthcare provider or healthcare facility.
- His/her actions if he/she refuses treatment or does not follow the healthcare provider's instructions.
- Ensuring that the financial obligations of his/her healthcare are fulfilled as promptly as possible.
- Following healthcare facility rules and regulations affecting patient care and conduct.

It is our goal to make you as comfortable as possible during your stay with us at Parrish Medical Center. If there is anything we can do to assist you, please don't hesitate to ask any care partner.

***Support person:** A support person may be a family member, friend or other individual who supports the patient during his or her hospital stay and may exercise the patient's visitation rights on his or her behalf.

There are no specified visiting hours, however, quiet time has been designated between the hours of 8 p.m. and 7 a.m. every day to promote a restful healing environment. Please obtain a pass from Security if you are staying during quiet time. Thank you.

Filing a Concern

If you have a complaint against a hospital or its affiliates that you've not been able to resolve while on site, please contact:

- The PMC Patient Experience Professional at 321-268-6685
951 N. Washington Avenue, Titusville, FL 32796
- Consumer Assistance Unit at 1-888-419-3456 (Press 1) or write to:
Agency for Health Care Administration,
Consumer Assistance Unit
2727 Mahan Dr., Bldg 1, Tallahassee, FL 32308
- If you have a complaint against a healthcare professional and want to receive a complaint form, call Consumer Services Unit, 1-888-419-3456 (Press 2) or write to:
Agency for Health Care Administration
2727 Mahan Dr., Bldg 1
Tallahassee, FL 32308

The Joint Commission addresses all complaints that relate to quality-of-care issues within the scope of their standards. These include issues such as patient rights, care of patients, safety, infection control, medication use and security. The Joint Commission does not address individual billing issues or the individual clinical management of a patient. If you have a quality-of-care concern that you do not feel has been satisfactorily addressed by first going through regular hospital channels, you may file a complaint with The Joint Commission at this toll free U.S. telephone number, 8:30 a.m. to 5 p.m. Central Time, weekdays at 800-994-6610.

Versión en español disponible a petición.