**A patient 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 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.

**A patient is responsible for:**

* Express complaints regarding any violation of his or her rights.
* 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.

Reference

Florida Agency for Health Care Administration. Consumer Guide: Patients Bill of Rights and Responsibilities. Retrieved on June 15, 2020 from <https://www.floridahealthfinder.gov/reports-guides/patient-bill-rights.aspx>