

CORAL RIDGE OUTPATIENT CENTER, LLC  
OAKLAND PARK, FL 33334 954-832-3300

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

1. A patient has the right to be treated with courtesy and respect, with appreciation of his individual dignity, and with protection of his need for privacy.
2. A patient has the right to a prompt and reasonable response to questions and request.
3. A patient has the right to know who is providing medical services and who is responsible for his care.
4. A patient has the right to know what patient support services are available, including whether an interpreter is available if he does not speak English. A patient who is deaf has the right to request an interpreter who communicates using sign language.
5. A patient has the right to know what rules and regulations apply to his conduct.
6. A patient has the right to be given by his health care provider information concerning his diagnosis, planned course of treatment, alternatives, risks, and prognosis, and to participate in care planning.
7. A patient has the right to refuse any treatment, except as otherwise provided by law. In this ambulatory care setting, if a patient should suffer a cardiac or respiratory arrest or other life threatening situation, the signed consent implies consent for resuscitation and transfer to a higher level of care. Therefore, in accordance with federal and state law, the facility is notifying you it will NOT honor previously signed advance directives for any patient. If you disagree, you must address this issue with your physician or anesthesiologist prior to the procedure.
8. A patient has the right to change providers at any time during the surgical care experience.
9. A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his care.
10. A patient who is eligible for Medicare has the right to know upon request and in advance of treatment, whether the health care provider accepts the Medicare assignment rate.
11. A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
12. A patient has the right to receive a copy of a reasonably clear and understandable, itemized bill, and upon request, to have the charges explained.
13. A patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, physical handicap, or sources of payment.
14. A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provided treatment.
15. A patient has the right to express grievances regarding any violation of his rights. You may express a grievance at Coral Ridge Outpatient Center by calling the Administrator at 954-832-3300. You also have the right to contact the Consumer Assistance Unit of the Agency for Healthcare Administration by writing to them at: 2727 Mahan Drive, Building No. 1, Tallahassee, FL 32308 or calling 1-800-419-3456 and/or for Medicare patients the Office of the Medicare Beneficiary Ombudsman, <http://www.medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html>.

16. A patient is responsible for providing to his health care provider, to the best of his knowledge, accurate and complete information about.
17. A patient is responsible for reporting unexpected changes in his condition to his health care provider.
18. A patient is responsible for reporting to his health care provider whether he comprehends a contemplated course of action and what is expected of him.
19. A patient is responsible for keeping appointments and, when he is unable to do so for any reason, for notifying the health care provider.
20. A patient is responsible for his actions if he refuses treatment or does not follow the health care provider's instructions.
21. A patient is responsible for assuring that the financial obligations of his health care are fulfilled as promptly as possible.
22. A patient is responsible for following the center rules and regulations affecting patient care and conduct.
23. The patient has the right to refuse to talk with or see anyone not officially connected with the center, including visitors or persons officially connected with the hospital but not directly involved in his care.
24. The patient has the right to wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
25. The patient has the right to be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes the right to have a person of one's own sex present during certain parts of a physical examination, treatment or procedure performed by a health professional of the opposite sex and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which the patient has asked to disrobe.
26. The patient has the right to expect that any discussion or consultation involving his case will be conducted discreetly and that individuals not directly involved in his care will not be present without his permission.
27. The patient has the right to have access to his medical record, to have the medical record kept confidential and read only by individuals directly involved in his treatment or in the monitoring of its quality. Other individuals can only read his medical record on his written authorization or that of his legally authorized representative.
28. The patient has the right to expect all communications and other records pertaining to his care, including the source of payment for treatment, to be treated as confidential.
29. The patient has the right to request a transfer to another room if another patient or a visitor in the room is unreasonably disturbing him.
30. The patient has the right to be placed in protective privacy when considered necessary for personal safety.
31. The patient has the right to pastoral care or services upon request.
32. The patient has the right to be free from any form of abuse, including verbal, physical, psychological, sexual and emotional.
33. The patient has the right to appropriate assessment and management of pain.