



Member Rights and Responsibilities

The Patient's Bill of Rights and Responsibilities was created to promote the interests and well being of patients and to promote better communication between the patient and the health care provider. Florida law requires that your health care provider or health care facility recognize your rights while you are receiving medical care and that you respect the health care provider's or health care facility's right to expect certain behavior on the part of patients. See [Section 381.026](#), Florida Statutes.

What are my Rights?

- Be treated with courtesy, dignity and respect by health care providers - and your individual dignity and need for privacy should be respected.
- Know what rules and regulations apply to your behavior.
- Refuse any treatment, unless the law states otherwise.
- Fair and equal access to medical treatment or accommodations, regardless of your race, national origin, religion, handicap, or source of payment.
- Know if your medical treatment is for purposes of experimental research. You have the right to agree or refuse to participate in such experimental research.
- To be given by the health care provider or doctor any information regarding your diagnosis, planned course of treatment, alternatives, risks, and the likely outcome.
- Request and receive full information and necessary counseling on the availability of known financial resources for your care.
- Request and receive, prior to treatment, a reasonable estimate of charges for medical care.
- Request and receive a copy of your bill, and to have the charges explained.
- Treatment for any emergency medical condition that will become worse from failure to provide treatment.
- Ask questions of your provider, make request, and receive answers or explanations in a timely manner.
- Know what patient support services are available, including whether an interpreter is available if you do not speak English.

What are my Responsibilities?

- Following the rules set by your doctors and treatment providers. You are responsible for following directions and regulations affecting patient care and conduct.
- Keeping your medical appointments. When you are unable to keep an appointment for any reason, you must notify the person who is providing medical care to you, or the place where you receive medical care.
- Notifying your health care provider of any unexpected changes in your health and medical condition.
- Following the treatment plan recommended by your health care provider.
- Your own actions if you refuse treatment or if you do not follow your health care provider's instructions.
- Honestly telling the doctor or health care provider accurate and complete information about your medical condition, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Notifying your health care provider of any unexpected changes in your health and medical condition.
- Making sure that any and all bills relating to your health care are paid on time.