

## **Patient Rights and Responsibilities**

Welcome to Anne Hermann, M.D., P.A. (“Hermann Wellness”)! While receiving care at Hermann Wellness, it is important to us that you know that Hermann Wellness will recognize your rights while you are receiving care and asks that you respect your health care provider’s right to expect certain behavior on the part of its patients. You may request a copy, at any time, of the full text of the applicable law (§ 381.026, F.S.) that applies to the rights and responsibilities described herein from Hermann Wellness. Below is a summary of your rights and responsibilities when you receive care at Hermann Wellness.

**Patient Rights.** When you child receive services from Hermann Wellness, you have the right:

- To be treated with courtesy and respect, with appreciation of your individual dignity, and with protection of your need for privacy.
- To a prompt and reasonable response to questions and requests.
- To know who is providing medical services and who is responsible for your care.
- To know what patient support services are available, including whether an interpreter is available if you do not speak English.
- To bring any person of your choosing to the patient-accessible areas of the health care facility or provider’s office to accompany the patient while the patient is receiving inpatient or outpatient treatment or is consulting with his or her health care provider, unless doing so would risk the safety or health of the patient, other patients, or staff of the facility or office or cannot be reasonably accommodated by the facility or provider.
- To know what rules and regulations apply to your conduct.
- To be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- To refuse any treatment, except as otherwise provided by law.
- To be given, upon request, full information and necessary counseling on the availability of known financial resources for your care.
- A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate.
- To receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- To receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.
- To impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.
- To treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- To know if medical treatment is for purposes of experimental research and to give your consent or refusal to participate in such experimental research.
- To express grievances regarding any violation of your rights, as stated in Florida law, through the grievance procedure of the health care provider or health care facility which served you and to the appropriate state licensing agency.

**Patient Responsibilities.** When you are receiving services from Hermann Wellness, you have the responsibility:

- To provide to the health care provider, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
- To report unexpected changes in your condition to the health care provider.
- To report to the health care provider whether you comprehend a contemplated course of action and what is expected of you.
- To follow the treatment plan recommended by the health care provider.
- To keep appointments and, when you are unable to do so for any reason, to notify the health care provider or health care facility.
- To act in an appropriate manner if you refuse treatment or do not follow the health care provider’s instructions.
- To assure that the financial obligations of your health care are fulfilled as promptly as possible.

- To follow health care facility rules and regulations affecting patient care and conduct.