

## **The Patient's Bill of Rights and Responsibilities**

### **Jackson Health System**

The healthcare facilities of the Jackson Health System support the Patient's Bill of Rights and Responsibilities, which are recognized as applying to all adults and children who are patients, their parents and/or guardians. A patient has the right to a quick and fair answer to questions and requests. Any patient, parent or guardian who feels the patient is not being treated in the correct way has the right to complain about the care received, to have those complaints reviewed and, when possible, solved. A patient complaint will not change the kind of care given the patient.

1. Patient's rights and responsibilities are put up in public all over the hospital or clinic.
2. A detailed copy of these rights and responsibilities in English, Spanish or Creole is available to each patient and family member through the admitting/administrative office and/or the Patient Relations Office.
3. Jackson Health System workers receive information about patient's rights and responsibilities when they begin working at the hospital or clinic.
4. If you have a complaint, you or your family member should tell your nurse or contact the nurse manager or person in charge in the area where you are a patient. The complaint will be investigated and results/resolution given to you in a timely manner. If you need additional assistance, you should contact your patient representative.
5. If you have a complaint against a person on the healthcare team, call the Consumer Services Unit at 1-888-419-3456 (press 2) and ask for a complaint form. Or you can write them at:

Agency for Health Care Administration  
Consumer Services Unit  
P.O. Box 14000  
Tallahassee, Florida 32317-4000

6. If you have a complaint against a hospital or outpatient surgical center, call the Consumer Services Unit at 1-888-419-3456 (press 1). Or you can write them at:

Agency for Health Care Administration  
Consumer Services Unit  
2727 Mahan Drive, Building 1  
Tallahassee, Florida 32308

### **Your Rights**

As an important patient of the Jackson Health System and its directors, the Public Health Trust, the following are your rights and responsibilities.

#### Ability To Get Medical Care

- You have the right to fair medical care or help regardless of race, country of birth, religion, sexual orientation, gender identity, disability or how your medical costs are paid.
- When the hospital or clinic cannot meet your request or need for care, you will be transferred, when the doctor allows it, to an available and correct place for you.
- You have the right to tell your wishes as to how you receive medical care. The hospital or clinic is willing to, within the law, agree to withhold or stop treatment if you or the person who speaks for you want that to happen.
- You have the right to appeal your discharge if you feel it is too early.
- You have the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.

#### Respect, Dignity And Consideration

- You have the right to polite, respectful care at all times and under all conditions with respect to your person, your feelings, and what you believe and hold important.
- You have the right to use your traditions and your religious beliefs that do not harm the well-being of others or what the doctor has planned for you.
- You have the right to your emotional and religious needs being met through hospital or clinic people, or places in the community.
- You have the right to know what patient support services are available including whether someone speaks your language (if you do not speak English or if you are hearing-impaired).

#### Personal And Information Privacy

- You have the legal right to personal privacy and privacy of information.
- You do not have to talk to people not directly taking care of you.
- Your talks with your doctor should not be shared without you agreeing.

- You have the right to personal privacy when you are examined. You can have the curtains drawn and know what role anybody watching may have in your care.
- You or the person who speaks for you has the right to the information in your medical file as allowed by law. Your medical file should only be read by people following your care or by people allowed by law or hospital/clinic rules. Your medical file will not be open to anyone else, unless you or the person who speaks for you has given written permission.

### Clear Information About Your Condition And Care

- You have the right to prompt and reasonable answers to your questions and requests.
- You or the person who speaks for you has the right to needed information, in a short and clear explanation, to help you to make treatment decisions that you want. You should not have any medical procedure that has risks without you (or the person who speaks for you) understanding and agreeing.
- You have the right to know of unproven research or educational activities involved in your care. You also have the right to say no to any such activity.

### Involvement In Decision-Making

You or the person who speaks for you has the right, along with your doctor, to make decisions involving your care and to know:

- the name of the doctor who is taking care of you,
- the name and job of the people who are ordering and doing medical tests for you,
- if there are any partnerships between people taking care of you,
- what is being done to you and why you need the care,
- how the treatment will help you,
- what are the chances of you getting better because of this care,
- what can be done to relieve your pain,
- about problems in healing
- if there is anything else that could work to make you better
- how to decide on directions (“advance directives”) that will be given in case you cannot get better and
- how to take part in the decision about things that are discussed in your care that can be considered fair or unfair.

### Names Of Those Who Are Taking Care Of You

You have the right to know who the people are and what they are trained to do for your care, including the name of the doctor who takes care of you.

### Meeting With Other Medical People On Your Case

At your request and costs, you have the right to talk with someone else who is an expert in your type of sickness.

### Refusal Of Treatment

You have the right to accept medical care or to refuse treatment legally and to be told of the medical outcomes of refusal. You have the right to leave the hospital or clinic against medical advice, but you will be asked to sign a form that you did do that.

### Communication

- You have the right to contact people outside the hospital or clinic through visitors or by writing or speaking to them.
- You have the right to know what patient support services are available such as someone who can speak your language, including a sign language interpreter if you are hearing impaired.

### Your Treatment Costs

- If you have insurance or other programs, including Medicare, that pay your bills, you have the right to know (by asking for it and before any treatment) an estimate of your treatment cost and whether the hospital or clinic will take the amount that your insurance or Medicare will pay for you or whether it is covered by your plan.
- You have the right to a detailed written list of your total bill for care, no matter how care will be paid for. If you need help with paying your bill, you may have the information on how to get that help.

### Rules And Regulations

You have a right to know what hospital or clinic rules and policies apply to how you act while a patient. If you have any complaints, you have a right to have someone in the system answer your complaints. Your complaint will in no way make a difference on how you are treated or keep you from getting medical care in the future.

### **Your Responsibilities**

As a patient in the Jackson Health System, you also have to do certain tasks that are for your own best interests.

### Give Information

- You are responsible for giving, as completely as you can, true and full information about your present complaints, pain, past illnesses, past stays in the hospital, medicine you are taking now or have taken in the past, how you wish to be taken care of in case you cannot recover and other items that concern your health or care. You are also responsible for telling about unexpected changes in how you feel to the person taking care of you.
- You are responsible for telling if you clearly understand how you will be taken care of and what you need to do for that care.
- You are responsible for providing information regarding who you would want to make decisions about your care and treatment in the event that you are unable to make your own rational decisions or speak for yourself.

### Follow Instructions

You are responsible for doing what the doctor and his/her team have decided with you to help you heal. If you do not understand what you are to do, or if you are worried, you need to let the person taking care of you know as soon as possible about your feelings and worries.

### Keep Appointments

You should keep any doctor or clinic appointments or telephone the hospital/clinic if you cannot keep them.

### Saying No To Treatment

If you say no to treatment or do not follow what your healthcare team suggests, you are responsible for what happens to you.

### Respect For Others

You are responsible for being polite and respectful of other patients as well as hospital/clinic employees and property. You should also see that your visitors are polite and respectful.

### Your Bills

You have a responsibility to pay your hospital or clinic bills quickly or ask questions about those bills. You also must give any information necessary to help your insurance company pay your bills.

### Rules And Regulations

You are responsible for following the rules and regulations of the Jackson Health System that affect how patients are cared for and behave.