



PATIENT BILL OF RIGHTS, RESPONSIBILITIES AND INFORMATION

Medical Home

1. In a patient's Medical Home, an interdisciplinary team guides care in an accessible, comprehensive and continuous manner.
2. **The Medical Home:**
 - Takes responsibility for coordinating the patient's healthcare.
 - Knows its patients and is oriented to the whole person with unique needs.
3. **In a Medical Home:**
 - Patients and clinicians are partners in making treatment decisions and must have open communication.
 - The patient has ready access to care
4. A Medical Home fosters an environment of trust and respect. The patient-centered Medical Home provides care that is safe, timely, effective, equitable, and family-focused.

Patient Rights

A patient has the right to:

1. Be treated with courtesy and respect, with appreciation of his/her individual dignity, and with protection of his/her need for privacy.
2. A prompt and reasonable response to questions and requests.
3. Know who is providing medical services and who is responsible for his/her care.
4. Know what support services are available, including whether an interpreter is available if she/he does not speak English.
5. Know what rules and regulations apply to his/her conduct.
6. Refuse any treatment, except as otherwise provided by law.
7. Impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.
8. Treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
9. Change providers if other qualified providers are available.
10. Express grievances regarding any violations of rights, as stated in Florida law, through the grievances procedure of the health care provider facility and to the appropriate state licensing agency.

Information

A patient has the right to:

1. Request information concerning diagnosis, planned course of treatment, alternative risks and prognosis.
2. Be given, upon request, information and counseling on the availability of financial resources for care.
3. Receive, upon request, prior treatment, a reasonable estimate of charges for medical care.
4. A copy of an itemized bill and, upon request, to have the charges explained.
5. Know if medical treatment is for purpose or experimental research and to consent or refuse to participate in each experimental research.

A patient who is eligible for Medicaid/Medicare has the right to know, upon request and in advance of treatment, whether the Medical Home team/health care facility accepts Medicaid/Medicare assignment rate.

Patient Responsibilities

A patient is responsible for:



1. Providing to the health care provider accurate and complete information about present complaints, past illnesses, hospitalizations, medication, and other health related matters.
2. Notifying the Medical Home team of any changes in their health status.
3. Knowing and identifying who are his/her Medical Home team members.
4. Reporting to the medical home whether they comprehend the treatment plan. The family feels empowered to follow the treatment plan as agreed to by the Medical Home team.
5. His/her actions if one refuses treatment or does not follow the health care provider's instructions.
6. Informing the Medical Home team about living will, medical power of attorney, or advance directive that could affect his/her health care.
7. Assuring that the financial obligations to the medical home are met as promptly as possible.
8. Following the Medical Home's rules and regulations affecting patient care and conduct.
9. Keeping appointments and, when unable to do so, notifying the Medical Home to reschedule.

A patient should be respectful of the Medical Home team, as well as other patients.

If you have a complaint against a health care professional in our organization, please call:

- St. Petersburg Pediatrics Administration Office: 727-526-9135 ext:1222

If you are a Medicaid recipient you may also contact: Agency for Health Care Administration (AHCA) at 888-419-3456