



# Patient's Bill of Rights and Responsibilities

Nicklaus Children's Hospital and its facilities have a responsibility to provide your child with appropriate medical care. The following is a set of guiding principles of patient care. It is important for you to know what your child's rights are as a patient and what your rights and obligations are as a parent and user of this hospital. We encourage you to talk with those involved with your child's care. A summary of your rights and responsibilities follows.

## You and your child have the right:

- To be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her 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 his or her care.
- To participate in the development and implementation of the patient plan of care.
- To know what patient support services are available, including whether an interpreter is available if he or she does not speak English.
- To know what rules and regulations apply to his or her conduct.
- To be given by the healthcare 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 his or her care.
- To know, upon request and in advance of treatment, whether the healthcare provider or healthcare 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 his or her consent or refusal to participate in such experimental research.
- To express grievances regarding any violation of his or her rights, as stated in Florida law, through the grievance procedure of the healthcare provider or healthcare facility which served him or her and to the appropriate state licensing agency.
- Nicklaus Children's Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

## A patient (or family/guardian) is responsible for:

- Providing to the healthcare provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health.
- Reporting unexpected changes in his or her condition to the healthcare provider.
- Reporting to the healthcare provider whether he or she comprehends a contemplated course of action and what is expected of him or her.
- Following the treatment plan recommended by the healthcare provider.
- Keeping appointments and, when he or she is unable to do so for any reason, notifying the healthcare provider or healthcare facility.
- His or her actions if he or she refuses treatment or does not follow the healthcare provider's instructions.
- Assuring that the financial obligations of his or her healthcare are fulfilled as promptly as possible.
- Following healthcare facility rules and regulations affecting patient care and conduct.

## Visitation Guidelines:

- Each patient/parent(s), legal guardian and/or legal guardian designee (or support person, where appropriate) will be informed of the right, subject to his or her consent, to receive the visitors whom he or she designates, including,

but not limited to a spouse, domestic partner (including same sex domestic partners), other family members, or a friend, and his or her right to withdraw consent at any time;

- Not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability; and
- Ensure that all visitors enjoy full visitation privileges consistent with the patient preferences
- All visitors should be free from symptoms of contagious disease and known exposures.

## Feedback is important:

The Patient and Guest Relations Department is responsible for pursuing and/or referring any questions, concerns, complaints, or grievances you may have about your rights or the quality of care and services provided by Nicklaus Children's Hospital and its network of outpatient facilities. You may contact the Patient and Guest Relations staff directly at extension 4400, or ask any staff member to contact them on your behalf. If this is an emergency, please call the hospital operator (dial 0) and ask for them to page the Operations Administrator. We will gladly address any issues or concerns that you may have regarding your child's care.

Should you have any questions or complaints regarding the quality of care offered by a healthcare provider or healthcare facility, you may contact the Agency for Healthcare Administration at 1-888-419-3456 or write:

Agency for Healthcare Administration  
Consumer Assistance Unit  
2727 Mahan Drive  
Tallahassee, FL 32308-5403

Or DNV GL Healthcare  
<http://dnvglhealthcare.com/patient-complaint-report>  
Toll Free: 1-866-496-9647  
Fax: (513) 947-1250

We value your feedback and concerns.



**Nicklaus  
Children's  
Hospital**