

FLEMING ISLAND SURGERY CENTER
1670B Eagle Harbor Parkway
Orange Park, Florida 32003
(904) 644-0700 fax (904) 644-0759 www.flemingislandsurgerycenter.com

PATIENT RIGHTS:

- A patient has 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.
- A patient has the right to a prompt and reasonable response to questions and requests.
- A patient has the right to know who is providing medical services and who is responsible for his or her care.
- A patient has the right to know what patient support services are available, including whether an interpreter is available if he or she does not speak English.
- A patient has the right to know what rules and regulations apply to his or her conduct.
- A patient has the right to be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- A patient has the right to refuse any treatment, except as otherwise provided by law.
- A patient has the right to be given upon request; full information and necessary counseling on the availability of known financial resources for his or her 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.
- A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
- A patient has the right to receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.
- A patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.
- A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- A patient has the right 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.
- A patient has the right to express grievances regarding any violation of his or her rights, as stated in Florida law, through the grievance procedure of the health care provider or health care facility which served him or her and to the appropriate state licensing agency.

PATIENT RESPONSIBILITIES:

- A patient is responsible for reporting unexpected changes in his or her condition to the health care provider.
- A patient is responsible for reporting to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.
- A patient is responsible for following the treatment plan recommended by the health care provider.
- A patient is responsible for keeping appointments and, when he or she is unable to do so for any reason, for notifying the health care provider or health care facility.
- A patient is responsible for his or her actions if he or she refuses treatment or does not follow the health care provider's instructions.
- A patient is responsible for assuring that the financial obligations of his or her health care are fulfilled as promptly as possible.
- A patient is responsible for following health care facility rules and regulations affecting patient care and conduct.

DISCLOSURE OF PHYSICIAN FINANCIAL INTEREST

Fleming Island Surgery Center, LLC is owned by a cooperation which includes local physicians, one of whom may be your physician. You will be notified of your physician's financial interest in this facility at the time your procedure is scheduled.

ADVANCED DIRECTIVES

Florida law gives every competent adult the right to make decisions about his/her health care. This includes the right to choose or refuse medical care and to make an Advanced Directive. This is a written or oral statement about how you want medical decisions made for you, and who should make these decisions, should you become unable to make them for yourself.

The Fleming Island Surgery Center, while respecting these rights, provides low risk procedures to patients who are not acutely ill. Should an unexpected life threatening event occur, it is, therefore, our policy to administer life saving and stabilization procedures and provide transportation to the nearest hospital. Any advanced directive already in place will be considered at the receiving hospital.

Patients who disagree with this policy will have an opportunity to discuss it with their surgeon and/or anesthesiologist.

Additional information on advanced directives, including how to complete an Advanced Directive can be found at: www.floridahealthfinder.gov/reports-guides/advance-directives.shtml.

SUBMISSION AND INVESTIGATION OF COMPLAINTS OR GRIEVANCES

1. Please notify you receptionist or caregiver of any complaint or grievance.
2. Your concerns will be promptly addressed.
3. A Patient/visitor Grievance, Complaint or Suggestion Report will be completed as appropriate.
4. Your Grievance or complaint will be investigated by the appropriate manager or administrator.
5. You will receive feedback regarding the investigation.
6. If you feel further action is needed, you may contact the following:

Patient complaints or grievances may be filed through the State of Florida Consumer Services Unit at 1-888-419-3456 (Press 2) or write to the address below:
Complaints against an ambulatory surgical center may be filed with the state of Florida by calling the Consumer Assistance Unit at 1-888-419-3456 or write to:

**Agency for Health Care Administration Consumer Assistance Unit
2727 Mahan Drive / BLDG. 1
Tallahassee, Florida 32308**

You may contact AAAHC by mail at:
**Accreditation Association for Ambulatory Health Care, INC.
5250 Old Orchard Road, Suite 200
Skokie, IL 60077**

If you have a complaint against a health care professional and want to receive a complaint form, call Consumer Services Unit at 1-888-419-3456 (Press 2) or write to the address below:

**Department of Health Consumer Services Unit
4052 Bald Cypress Way, Bin C75
Tallahassee, Florida 32399-3275**

All Medicare beneficiaries may also file a complaint or grievance with the Medicare Beneficiary Ombudsman. Visit the Ombudsman's webpage on the web at:

www.cms.hhs.gov/center/ombudsman