



PATIENT RIGHTS and RESPONSIBILITIES

As one of our patients, you have certain rights and responsibilities.

YOU HAVE THE RIGHT:

- To quality health care
- To be treated with dignity, consideration, respect and in a manner that does not discriminate against age, culture, ethnicity, gender identity or expression, language, physical or mental disability, national origin, race, religious creed, sex, sexual orientation, socioeconomic status, or veteran status
- To know the names and professional/malpractice status of people serving you
- To privacy to the best of our ability
- To confidentiality of your records
- To receive accurate information to the extent known about your health-related concerns
- To know the effectiveness, possible side effects, and problems of all forms of treatment
- To participate in choosing a form of treatment and decisions regarding your treatment
- To receive education and counseling
- To select and/or change your health care provider and request a second opinion or referral to a provider/place of your choice
- To choose the pharmacy provider where your prescriptions are filled
- To receive education about your medications
- To choose who your medical information is shared with
- To review your medical records with a clinician
- To receive information about services and any related costs
- To develop an advanced directive
- To interpretation services if needed

YOU ALSO HAVE THE RESPONSIBILITY:

- To be respectful of all health care providers, staff, and other patients
- To inform your provider about any living will or advance directive
- To accept financial responsibility for charges not covered by insurance
- To seek medical attention promptly
- To be honest about your medical history, prescriptions (including over-the-counter), and allergies
- To follow health advice and medical instructions or accept responsibility for the outcome
- To provide a responsible adult to transport you home from this facility and remain with you for 24 hours if required by your provider
- To report any significant changes in symptoms or failure to improve
- To respect clinic policies
- To keep appointments or cancel in advance
- To seek nonemergency care during regular office hours
- To inform a staff member if you do not want any part of your visit filed to insurance
- To provide suggestions or grievances about Moffitt Health Center

If you have suggestions, concerns, or questions, or to report a grievance, please contact the HIPAA Privacy Officer at 601-266-5390.