

CHI PATIENT'S BILL OF RIGHTS

Our Mission

To deliver safe, compassionate, accessible and culturally competent quality health care services to the people of South Florida.

Patients of Community Health of South Florida, Inc. have many rights as well as certain responsibilities, which will help us to provide efficient and prompt services to our patients. We, as staff, have the duty and obligation to respect the rights of our patients.

Patients of Community Health of South Florida, Inc. have the RIGHT to:

- ✓ Be treated with respect regardless of nationality, creed, color, age, economic status, sex, handicap or lifestyle.
- ✓ Expect that every reasonable effort will be made to provide an interpreter when they do not speak or understand the predominant language of the community.
- ✓ Information concerning available services of Community Health of South Florida, Inc. and how to access those services.
- ✓ Obtain complete current information about their treatment, diagnosis, risks, prognosis and illness from their physician and other caregivers in terms and language the patient can reasonably be expected to understand.
- ✓ Choose their health care provider and to know the identity of physicians, nurses, and others involved in their care.
- ✓ Be given all information about proposed treatment or procedures to make an "informed consent" prior to beginning the treatment or procedure.
- ✓ Refuse treatment to the extent permitted by law, and to be informed of the possible medical consequences of doing so.
- ✓ Examine and receive an explanation of service fees charged them, regardless of whether it's paid by the patient or another source.
- ✓ Refuse to participate in research projects.
- ✓ Receive prompt treatment when medically indicated, regardless of economic status or source of payment.
- ✓ Expect that within its ability, Community Health of South Florida, Inc. will respond in a reasonably timely manner to a patient's request for services
- ✓ Every consideration of privacy.
- ✓ Review clinical records pertaining to their medical care and to have the information explained or interpreted as necessary, except when restricted by law.

- ✓ Expect that all communication and records pertaining to their care will be treated as confidential by Community Health of South Florida, Inc. staff and affiliated agencies' staff members.
- ✓ Be provided with information about any relationship Community Health of South Florida, Inc. has with other health care institutions or individuals involved in their care.
- ✓ Treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- ✓ Be informed of available resources for resolving disputes, grievances, and conflicts.
- ✓ Participate in their healthcare regime.
- ✓ To access any mode of treatment the patient or the patient's health care practitioner believes is in the best interest of the patient, including complementary or alternative health care treatments, in accordance with the provisions of s.456.41.
- ✓ Be informed of the policies and rules, which apply to their conduct.
- ✓ Appropriate assessment and management of their pain.
- ✓ Refuse care by any healthcare professional and request a different health care professional, if one is available.
- ✓ Have an advance directive concerning treatment or designating a surrogate decision maker with the expectation that Community Health of South Florida, Inc. will honor the intent of that directive to the extent permitted by law and its policy.