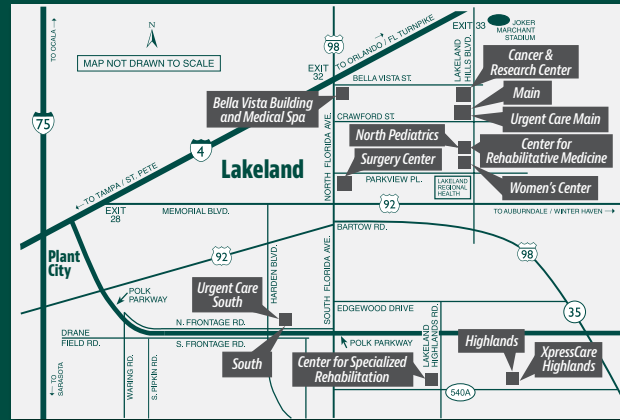




## Watson Clinic LAKELAND LOCATIONS



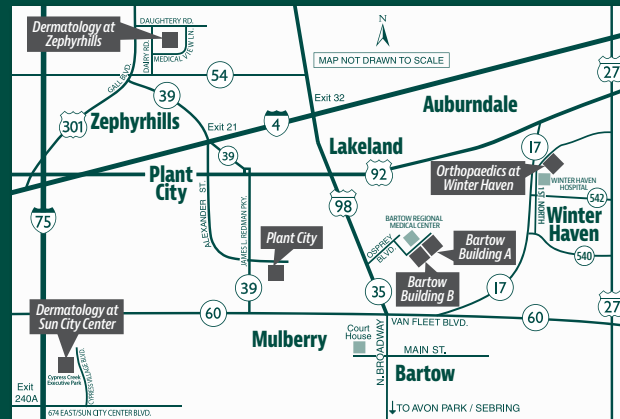
# WATSON CLINIC



### ADDITIONAL INFORMATION:

- We respect a patient's right to change physicians. We are unable to guarantee the availability of your choice of physician. Please contact our appointment center at 863-680-7190 to discuss your request. Your insurance plan may also provide you with a list of in-network physicians.
- To provide feedback, express a complaint or grievance, or if you have further questions, please contact our patient advocate at 863-680-7269.
- For concerns about your HMO or your medical care, please call:
  - HMO/Managed Care Hotline: Agency for Health Care Administration (AHCA) 888-419-3456.
  - Department of Insurance Division of Consumer Services for Insurance Complaints 877-MY-FL-CFO or 877-693-5236.
  - To reach your HMO, please see your ID card for the proper phone number.
- The document is updated as of September 20, 2024.

## Watson Clinic REGIONAL LOCATIONS



# WATSON CLINIC

1600 Lakeland Hills Boulevard  
Lakeland, FL 33805

863-680-7000 | [www.WatsonClinic.com](http://www.WatsonClinic.com)

# Florida Patient's Bill of Rights and Responsibilities



Serving the Healthcare Needs of  
Central Florida Since 1941

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\*F.S. 381.026 FL Patient's Bill of Rights and Responsibilities

# Florida Patient's Bill of Rights and Responsibilities

Florida law\* requires that your healthcare provider or healthcare facility recognize your rights while you are receiving medical care and that you respect the healthcare provider's or healthcare facility's right to expect certain behavior on the part of patients. You may request a copy of the full text of this law from your healthcare provider or healthcare facility. A summary of the Florida Patient's Bill of Rights is included here.

Updated as of September 20, 2024.



WATSON CLINIC

## A PATIENT HAS THE RIGHT TO:

- Be treated with courtesy and respect, with appreciation of his or her dignity, and with protection of privacy.
- Receive a prompt and reasonable response to questions and requests.
- Know who is providing medical services and who is responsible for his or her care.
- Know what patient support services are available, including interpreting services for deaf and non-English speaking patients.
- Know what rules and regulations apply to his or her conduct.
- Bring any person of his or her choosing to the patient-accessible areas of the healthcare facility or provider's office to accompany the patient while the patient is receiving inpatient or outpatient treatment or is consulting with his or her healthcare provider, unless doing so would risk the safety or health of the patient, other patients, or staff of the facility or office or cannot be reasonably accommodated by the facility or provider.
- Be given by the healthcare provider information such as diagnosis, planned course of treatment, alternatives, risks and prognosis.
- Refuse any treatment, except as otherwise provided by law.
- Upon request, be given full information and necessary counseling on the availability of known financial resources for care.
- Know whether the healthcare provider or facility accepts the Medicare assignment rate, if the patient is eligible for Medicare.
- Upon request, receive prior to treatment, a reasonable estimate of charges for medical care.
- Receive a copy of an understandable itemized bill and, if requested, to have the charges explained.
- Receive medical treatment or accommodations, regardless of race, national origin, religion, handicap or source of payment.
- Receive treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- Know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such research.
- Express grievances regarding any violation of his or her rights.

## A PATIENT IS RESPONSIBLE FOR:

- Giving the healthcare provider, to the best of their knowledge, accurate information about present complaints, past illnesses, hospitalizations, medications, and other information about 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 understands a planned course of action and what is expected of him or her.
- Following the treatment plan recommended by the healthcare provider.
- Keeping appointments and, when unable to do so, notifying the healthcare provider or facility.
- His or her actions if treatment is refused or if the patient does not follow the healthcare provider's instructions.
- Making sure financial responsibilities are carried out as promptly as possible.
- Following healthcare facility conduct rules and regulations affecting patient care and conduct.