



## **Privacy & Patient Rights**

### **Patient Rights and Responsibilities**

As a patient, it's a good idea to educate yourself about your rights and responsibilities. As always, our staff is available to answer any questions you may have.

### **Our Ethical and Religious Directives**

Our facilities are open to persons of every faith and ethnic background. Thank you for entrusting us with your care.

### **Living Will and Power of Attorney**

In the event that you cannot make medical decisions for yourself, it is important to have these legal documents prepared, so your loved ones can follow your wishes.

Living Will Form

Durable Power of Attorney Form

### **Patient rights and responsibilities**

Whether you come to our facility for medical care or to have a test or other procedures done, your rights as a patient must be respected.

### **As a patient, you have the right to:**

- Be fully informed of all your patient rights and receive a written copy, in advance of furnishing or discontinuing care whenever possible
- Not be discriminated against because of your race, beliefs, age, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression or your ability to pay for care
- Be treated with dignity and respect, including cultural and personal beliefs, values and preferences

- Confidentiality, reasonable personal privacy, security, safety, spiritual or religious care accommodations and communication. If communication restrictions are necessary for patient care and safety, the hospital must document and explain the restrictions to the patient and family
- Be protected from neglect, exploitation and verbal, mental, physical or sexual abuse
- Access to protective and advocacy services
- Receive information about your condition, including unanticipated outcomes
- Agree and be involved in all aspects and decisions of your care, including:
  - Refusing care, treatment and services to the extent permitted by law and to be informed of the consequences of your actions
  - Resolving problems with care decisions; the hospital will involve the surrogate decision-maker when you're unable to make decisions about your care
- Receive information in a manner tailored to your age, language needs and ability to understand. An interpreter, translator or other auxiliary aids, tools or services will be provided to you for vital and necessary information free of charge
- Make informed decisions regarding care, including options, alternatives, risks and benefits. The hospital honors your right to give, rescind and withhold consent
- Receive appropriate medical screening examination or treatment for an emergency medical condition within the capabilities of the hospital, regardless of your ability to pay for such services
- Have a family member or representative of your choice and your physician notified
- Know the individual(s) responsible for, as well as those providing, your care, treatment and services
- Family or representatives notification of your admission and input in care decisions; designate any individual to be present for emotional support during the course of your stay
- An appropriate assessment and management of your pain
- Be free from restraints and seclusion of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff
- Have advance directives and for hospitals to respect and follow those directives; the hospital honors advance directives, in accordance with law and regulation and the hospital's capabilities, religious directives and policies
- End-of-life care: request no resuscitation or life-sustaining treatment
- Donate organs and other tissues, including medical staff input and direction by family or surrogate decision-makers
- Review, request amendment to and obtain information on disclosures of your health information in accordance with law and regulation
- File a grievance (complaint) and to be informed of the process to review and resolve the grievance

## **File a grievance**

Waypoint Orthopaedic Associates takes every complaint seriously and want to work with you to address your issues. If you believe you have experienced discrimination or that your rights have been violated, you may initiate a formal grievance. We ask that you speak with management staff directly about your concern. The Manager or designee may contact you within 2 working days of the receipt your grievance to discuss your concerns. Once the concerns are clarified, our policy allows 10 working days for a thorough investigation and follow-up by the manager or designee. A written response detailing the steps taken on your behalf to investigate the grievance, and the results of the process will be mailed no later than 10 days from the receipt of the grievance. The letter will also have the name and number of a contact person for any further correspondence.

You also have a right to file a complaint with the Florida Department of Health, regardless of whether you choose to first use the grievance process as listed above. The Florida Department of Health contact phone number is (850) 245-4444, or you may email them at [MQA\\_ConsumerServices@flhealth.gov](mailto:MQA_ConsumerServices@flhealth.gov).

## **Service animals**

Individuals with disabilities have a right to be accompanied by a trained service animal or dog guide, have reasonable accommodations and be able to access non-sterile and non-medically regulated patient and visitor areas. You have a right to file a discrimination complaint with the Washington Human Rights Commission toll free at (850) 488-7082 or online at <https://fchr.myflorida.com/>.

## **Our Right to Change This Notice**

The Waypoint Orthopaedic Associates reserves the right to amend or make changes to the terms of this notice and to make the revised or changed notice effective for medical information we already have about you as well as any information we receive in the future. We will post the current notice in the office with its effective date. You are entitled to a copy of the notice currently in effect. You may go to any facility owned by The Waypoint Orthopaedic Associates to receive your current copy of your Notice of Privacy Practices or you may view a copy of the notice on our website at [www.waypointortho.com](http://www.waypointortho.com) Copies of the Privacy Policy are available at the Reception Desk of any of our clinics.

