

## Suncoast Hospice Patient Rights and Responsibilities

Patients have the right to be informed of their rights and obligations before hospice care begins. Consistent with Florida law, patient's family/representative may exercise the patient's rights when the patient is unable to do so. Suncoast Hospice wishes to protect and promote the rights of their patients.

### As a Suncoast Hospice Patient You Have the Right to:

- Exercise your rights as a patient of Suncoast Hospice
- Have your property and person treated with respect
- Voice grievances regarding treatment or care that is (or fails to be) furnished and the lack of respect for your property by anyone who is furnishing services on behalf of Suncoast Hospice
- Exercise your rights without being subjected to discrimination or reprisal
- Receive effective pain management and symptom control from Suncoast Hospice for conditions related to your hospice diagnosis
- Be involved in developing your hospice plan of care
- Refuse care or treatment
- Choose your attending physician
- Have a confidential clinical record; access to or release of patient information and clinical records is permitted in accordance with 45 CFR parts 160 and 164
- Be free from mistreatment, neglect or verbal, mental, sexual, and physical abuse including injuries of unknown source and misappropriation of patient property
- Receive information about the services covered under your hospice benefit
- Receive information about the scope of services that Suncoast Hospice will provide and specific limitations on those services.

### Questions/Concerns:

Please tell us right away if you are not pleased with your care or wish to recommend changes in your plan of care. You may discuss questions/concerns with your nurse or social worker, or you may phone Suncoast Hospice at (727) 467-7423. To report neglect or exploitation, you may phone the State toll-free ABUSE line at 1(800)96-ABUSE (1-800-962-2873).

**Patient/Family Responsibilities include:**

- Provide an accurate medical history
- Select a physician and remain under medical care
- Provide accurate insurance/financial information and notify Suncoast Hospice of any changes in coverage
- Notify Suncoast Hospice of all other care received with health care providers (hospital, physicians, etc.) to assure coordination of care
- Notify Suncoast Hospice staff if you wish to cancel services or if you will be unavailable for scheduled visits
- Inform staff about changes in your health status, medications, treatments and/or advance directives
- Inform staff if you are unable to secure medications, equipment or supplies ordered for your care/treatment
- Notify Suncoast Hospice staff if you are displeased with your care