Rights and Responsibilities of Patients
At Mayo Clinic, we’re concerned that each patient entrusted to our care is treated with dignity, respect and compassion. We recognize that all patients have basic rights, and we are committed to honoring these rights. Likewise, the clinic has a right to expect reasonable and responsible behavior from patients, their relatives and friends.

The following is a summary of rights and responsibilities that we believe serves as a foundation for a good relationship between patients and staff.

**Access to Care**
Individuals shall be given impartial access to treatment or accommodations that are available or medically indicated regardless of race, creed, sex, national origin, cultural or spiritual values, disability or source of payment.

**Providers of Care**
You have the right to know the identity and professional status of individuals providing service and to know which physician or other practitioner is primarily responsible for your care. Your healthcare team may include other physicians, resident physicians, physician assistants, nurses, nurse practitioners and other health-care providers. You also have the right to know of the existence of any professional relationship among individuals who are treating you, as well as the relationship to any other health-care or educational institutions involved in your care.

**Respect and Dignity**
You have the right to receive considerate, respectful care at all times and under all circumstances, with recognition of personal dignity and diversity.

**Privacy and Confidentiality**
You have the right, within the law, to personal and informational privacy, as demonstrated by the following rights:
- To wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatments.

**Patient Rights**

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• To be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes the right to have another person present during certain parts of a physical examination, treatment or procedure performed by a health professional.

• To expect that any discussion or consultation involving your care will be conducted discreetly and that individuals not directly involved in your care will not be present without permission.

• To expect all communications and records pertaining to care, including the source of payment, to be treated as confidential.

Safety
Patient safety is a priority. Your perception of risks to safety and suggestions for improvement will be heard and handled appropriately.

Rules and Regulations
You have the right to know what rules and regulations apply to patients. These rules are described in the Patient’s Guide, outlined in the responsibilities section of this booklet and posted in the clinic.

Pain Management
As a patient, you have the right to appropriate assessment and management of pain that may include:
• Information about pain management and pain relief measures
• Staff committed to pain management

Communication
You have the right to know what patient support services are offered, including whether an interpreter is available if you don’t speak English or are hearing impaired. Accommodations can be made for patients with hearing, speech, visual and cognitive impairments by requesting these services at the time the appointment is made.
**Information/Education**

You have the right to obtain, from the practitioners responsible for coordinating and providing your care, complete and current information about diagnosis (to the degree known), treatment, alternatives, risks and any known prognosis. This information should be communicated in terms you can understand. When it is not medically advisable to give you such information, it should be made available to your legal representative.

**Charges**

You have the right to receive a copy of a reasonably clear and understandable itemized bill and have the charges explained upon request.

**Consent**

You have the right to reasonable, informed participation in decisions involving your health care. To the degree possible, this should be based on a clear and concise explanation of your condition and planned procedures, including potential benefits and risks, medically acceptable alternatives and problems related to recuperation. Before performing procedures, Mayo Clinic will obtain consent from you or your legal representative.

You have the right to know who is responsible for authorizing and performing the procedures or treatment.

Your participation in clinical trials or in the gathering of data for research purposes is voluntary. Written informed consent must be obtained from you before your participation. You have the right to refuse participation.
**Advance Directives**
You have a right to receive information about advance directives. For more information, contact your attorney or call Outcomes Management at (904) 296-4190. When you are physically or mentally unable to communicate a willful and knowing health-care decision and do not have an advance directive, Florida law provides that a proxy may make health-care decisions for you. The following may serve as a proxy in order of authority: a court-appointed guardian, a spouse, an adult child or majority of adult children, a parent, an adult sibling or majority of adult siblings, an adult relative who has exhibited special care and concern or a close friend.

**Refusing Treatment**
You may refuse treatment to the extent permitted by law. When refusal of treatment by you or your legal representative prevents the provision of appropriate care in accordance with professional standards, our relationship with you may be terminated upon reasonable notice.

**Your Concerns**
If a complaint or grievance arises about any aspect of your care at Mayo Clinic, you are urged to let us know so we can resolve it promptly. This reporting will in no way negatively impact future care. We consider your comments opportunities for us to improve care and service.

To address complaints, you may:
- Speak to your physician or nurse
- Speak to the desk supervisor of the department where the concern arose
If your or your legal representative's complaint cannot be resolved as described above, you have the option of submitting a verbal or written grievance to the Office of Patient Affairs. The appropriate administrator will review the grievance, and you or your representative will be provided a timely response. The Office of Patient Affairs is located in the Davis Building lobby.

If you have a complaint that is not resolved by the clinic, you may contact the following:

Agency for Health Care Administration  
Consumer Services Unit  
4052 Bald Cypress Way, Bin C-75  
Tallahassee, FL 32399-3275  
(888) 419-3456

Joint Commission on Accreditation of Healthcare Organizations  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
(800) 994-6610

For complaints involving insurance companies:  
Florida Department of Insurance  
9000 Regency Square Blvd., Suite 201  
Jacksonville, FL 32211-8100  
(800) 342-2762

**Ethics Committee**

If a conflict of an ethical nature arises during your care, you or your legal representative may request a consultation with the Ethics Committee. You may ask any of your health-care providers to help you request a consultation. The committee functions in an advisory capacity and does not dictate patient-care decisions.
Patient Responsibilities

Respect and Consideration
You are responsible for being considerate of the rights of other patients and clinic staff. This includes not smoking and controlling noise and visitors. You are responsible for being respectful of the property of others and of the clinic.

Safety
You and your health-care providers are responsible for your safety. Be sure to notify your non-Mayo primary care physician of changes to your plan of care. We encourage you to ask your health-care providers questions about your treatment plan, procedures and medications until you understand the answers. For example, ask why a test or treatment is needed and how it can help you. Learn about the possible risks of refusing a test or procedure.

Rules and Regulations
You are responsible for following rules and regulations that apply to patients at Mayo Clinic as described in the Patient’s Guide, outlined in this section and posted in the clinic.

Pain Management
You are responsible for:
• Working with the physician and nurse to develop a pain management plan
• Asking the physician or nurse what to expect of pain and pain management
• Helping the physician and nurse assess your pain
• Discussing pain relief options with physicians and nurses
• Telling the physician or nurse about any concerns you have about taking pain medication
Providing Information
As a patient, you are an integral part of the health-care team. Therefore, you are responsible for:
- Participating in your care and health-care decisions
- Providing, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, allergies and other matters relating to your health
- Reporting unexpected changes in your condition to the responsible practitioner
- Communicating whether you clearly understand your plan of care and what is expected of you

Education
You are expected to participate in the teaching/learning process so that you will acquire and understand the skills and behaviors that promote recovery, maintain or improve function, or manage disease or symptom progression.

Advance Directives
Advance directives are written instructions about your wishes for treatment in the event you are physically or mentally unable to communicate a willful and knowing health-care decision. Advance directives can be in the form of a living will, durable power of attorney for health care or other document naming a proxy.

You have a right to receive information about making advance directives such as living wills or documents designating others to make health-care decisions in the event that you cannot. If an advance directive has been made, the clinic will place a copy of the document in your medical record upon registration. You are responsible for informing the clinic and your health-care providers if you create or change an advance directive.
directive. We honor advance directives that are applicable to the clinic and valid pursuant to Florida law, including a durable power of attorney for health care or a designation of a health-care surrogate. An advance directive is not required to receive treatment at the clinic, and you may waive your right to make one. For more information, contact your attorney or call Outcomes Management at (904) 296-4190.

**Charges**
You are responsible for assuring that your financial obligations for health care received are fulfilled as promptly as possible.

**Compliance**
You are responsible for following the treatment plan recommended by the practitioner primarily responsible for your care. This may include following the instructions of nurses and allied-health staff as they carry out your plan of care and implementing the responsible practitioner’s orders.

You are responsible for keeping appointments and for notifying Mayo when you are unable to do so. To cancel or reschedule an appointment with a specialist, call (904) 953-0320. To cancel or reschedule a primary care appointment, please call the appropriate number below.

**Mayo Primary Care Centers**

**Beaches**
(904) 953-6722

**Cannaday Building, Mayo Clinic**
(Department of Family Medicine and Division of Community Internal Medicine)
(904) 953-6722

**St. Augustine**
(904) 794-2777

**Refusing Treatment**
You are responsible for your actions if you refuse treatment or do not follow the practitioner’s instructions.