

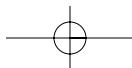
# *Rights and Responsibilities of Patients*



4500 San Pablo Road  
Jacksonville, Florida 32224  
[www.mayoclinic.org/jacksonville](http://www.mayoclinic.org/jacksonville)

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# Patient Rights

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 health-care team may include other physicians, resident physicians, physician assistants, nurses, nurse practitioners and other health-care providers.

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

- 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.

## Safety

Patient safety is a priority. Your perception of risks to safety and suggestions for improvement will be heard and handled appropriately. See pages 4 and 5 for information on how to communicate your concerns.

## 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. Advance directives ensure that your wishes, in written or oral form, are carried out. When your advance directives are presented in a valid format, Mayo will honor your wishes and retain them in your medical record when appropriate. Advance directives include Health Care Surrogate, Living Will, Do Not Resuscitate Order (DNRO), Anatomical Gift and Durable Power of Attorney for Health Care. For more information, contact your attorney or call Outcomes Management at (904) 296-4190 to speak with a case manager. You can also learn more on our Web site: [www.mayoclinic.org/becomingpatient/directives.html](http://www.mayoclinic.org/becomingpatient/directives.html).

#### 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

## Patient Responsibilities

If your or your legal representative's complaint cannot be resolved as described on the previous page, you have the option to submit a verbal or written concern to the Patient Administrative Liaison by calling (904) 296-4643 or visiting the Office of Patient Affairs in the Davis Building lobby. You or your representative will be provided a timely response.

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.

### 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

If you have an advance directive in a valid format and present it either at registration or to your health-care provider, it will be retained in your medical record when appropriate. You are responsible for informing the clinic and your health-care providers if you create, modify or revoke your advance directives. An advance directive is not required to receive treatment at the clinic, and you may waive your right to make one. For more information or assistance in creating an advance directive, contact your attorney or call Outcomes Management at (904) 296-4190 to speak with a case manager.

### 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.