

NOTICE OF NON-DISCRIMINATION

As a recipient of Federal financial assistance, St. Vincent's HealthCare does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, color, or national origin, or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits of any of its programs and activities or in employment therein, whether carried out by St. Vincent's HealthCare facilities directly or through a contractor or any other entity with whom St. Vincent's HealthCare arranges to carry out its programs and activities.



OPTIMAL IMAGING

St. Vincent's HealthCare

Revised 04.18.2014

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STATEMENT OF PATIENT RIGHTS & RESPONSIBILITIES

At St. Vincent's, we recognize your rights as a patient. We also ask that you carry out certain responsibilities.
A family member or substitute can represent you if necessary.

PATIENT RIGHTS

A patient has the right to be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.

A patient has the right to receive care in a safe setting that protects his or her privacy and confidentiality.

A patient has the right to have his or her cultural, psychosocial, spiritual, and personal values and beliefs and preferences respected.

A patient has the right to formulate advance directives and designate a surrogate to make healthcare decisions on behalf of the patient. Your advance directive will be honored as long as it is in accordance with the Ethical and Religious Directives for Catholic Healthcare. A patient has the right to participate in the consideration of ethical issues that arise in his or her care.

A patient has the right to a prompt and reasonable response to questions and requests.

A patient has the right to know who is providing medical services and who is responsible for his or her care, what patient support services are available, including whether an interpreter is available if he or she does not speak English.

A patient has the right to know what rules and regulations apply to his or her conduct.

A patient has the right to be given by the healthcare provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.

A patient has the right to refuse any care, treatment, and services except as otherwise provided by law and to be informed of the medical consequences of this action.

The patient has the right to express grievances regarding any violation of his or her rights, as stated in Florida law, through the grievance procedure of the healthcare provider or healthcare facility which served him or her and to the appropriate state licensing agency.

A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care and if eligible for Medicare the patient has the right to know, upon request and in advance of treatment, whether the healthcare provider or healthcare facility accepts the Medicare assignment rate.

A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care, to receive a clear and understandable itemized statement and upon request to have the charges explained.

A patient has the right to access, request amendment to, and receive an accounting of disclosures regarding his or her own health information as permitted under law.

A patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.

A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.

The patient has the right to be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation, to be free from seclusion or restraints that are not medically necessary or to protect the patient or others from harm.

The patient has the right to access protective and advocacy services.

A patient has the right to know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research.

A patient has the right to pain management.

PATIENT RESPONSIBILITIES

A patient is responsible for providing to the healthcare provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health.

A patient is responsible for reporting unexpected changes in his or her condition to the healthcare provider.

A patient is responsible for reporting to the healthcare provider whether he or she comprehends a contemplated course of action and what is expected of him or her.

A patient is responsible for following the treatment plan recommended by the healthcare provider.

A patient is responsible for keeping appointments and, when he or she is unable to do so for any reason, for notifying the healthcare provider or healthcare facility.

A patient is responsible for his or her actions if he or she refuses treatment or does not follow the healthcare provider's instructions.

A patient is responsible for assuring that the financial obligations of his or her healthcare are fulfilled as promptly as possible.

A patient is responsible for following healthcare facility rules and regulations affecting patient care and conduct.

To report a complaint or concern, contact The Joint Commission at (800) 994-6610 and/or the Florida Agency for Health Care Administration at (888) 419-3456.



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