

Patient Rights and Responsibilities

Understanding Expectations, Rights and Responsibilities.
The Patient-Family and Integrated Care Network



PARRISH HEALTHCARE IS PROUD TO SERVE AS THE NATION'S FIRST JOINT COMMISSION CERTIFIED INTEGRATED CARE SYSTEM. WE ARE AN AWARD-WINNING FAMILY OF PRIMARY AND SPECIALTY CARE PROVIDERS, OUTPATIENT SERVICES, HOSPITAL SERVICES AND COMMUNITY-BASED SERVICES DEDICATED TO THE INTEGRATION AND COORDINATION OF CARE THROUGHOUT THE PATIENTS' HEALTH CARE JOURNEY.

Our mission is to provide Healing Experiences for Everyone All the Time.® We fulfill our mission by building a trusting patient-family care partnership between you, your Parrish Medical Group primary care provider, Parrish Medical Center, Royal Oaks Nursing and Rehab Center, Parrish Home Health and other members of your integrated care team.

ABOUT PARRISH HEALTHCARE

Parrish Healthcare is a community-based, collaborative health system on Florida's Space Coast. Parrish Healthcare includes:



Parrish Medical Center, a Mayo Clinic Care Network member and one of America's most recognized hospitals for clinical quality, patient safety and healing environments.



Parrish Medical Group, an NCQA certified patient-centered medical home, is North Brevard's largest network of primary care physicians and specialists.



Parrish Health Network, a regional network of health care providers, insurers and allied health services—such home health, skill nursing facilities, rehabilitation services, hospice care and others—working together to improve quality and safety and lower health care costs on behalf of individuals, families and businesses.

NATIONAL HEALTH CARE LEADERS

LeapFrog, SafeCare, Joint Commission, Patient Safety Movement, NCQA-PCMH certifications.



Patient Safety
MOVEMENT
zero preventable deaths by 2020



The SafeCare Group
Helping Hospitals Excel



Integrated Care Certified



THELEAPFROGGROUP

WE VALUE, RECOGNIZE AND RESPECT PATIENT RIGHTS

Parrish Healthcare care partners value, recognize and respect your patient rights. We encourage you—the patient—and your family to partner with us and to become more informed, involved and empowered to achieve your best health. To fulfill our partnership, you may expect from us:

- High quality, healing care
- Patient-centered, accessible and coordinated care
- Protection of your privacy
- A clean and safe environment
- Understanding of your health care goals and values
- Involvement in your care
- Safe care transitions
- Understanding who should make decisions when you cannot
- Help with your billing claims
- Prompt and reasonable response to your questions and concerns

HIGH QUALITY, HEALING CARE

Our first priority and responsibility is to provide you with the care you need, when you need it, with skill, compassion and respect. At Parrish Healthcare, you can expect the highest levels of quality, safety and service within healing health care environments. As a patient, you have the right immediately upon admission to request to have the hospital's treating physician consult with the patient's Primary Care Physician or specialist when developing your plan of care. Upon request, the hospital's treating physician shall make reasonable efforts to consult with your PCP or specialist.

PATIENT-CENTERED, ACCESSIBLE AND COORDINATED CARE

You can expect patient-centered, accessible and coordinated care across all elements of our integrated care system, including primary care, specialty care, hospital care, home health care, and community services and supports. Your care partners are responsible for building clear and open communication between you, your family, your primary care medical home and members of the broader care partners.

A CLEAN AND SAFE ENVIRONMENT

You have the right to expect a clean and safe environment. Our proven safe care record is the result of our culture of safety and continuous improvement. Our care partners are responsible for following strict, evidence-based policies and procedures. If anything unexpected or significant happens during your health care experience, whether in your doctor's office or at the hospital, you can expect to be told what happened, and any resulting changes in your care will be discussed with you.

UNDERSTANDING YOUR HEALTH CARE GOALS AND VALUES

You may have personal health care goals and values or spiritual beliefs that are important to your well-being. You can expect your care partners to partner with you and your family to understand your unique needs, culture, values, and preferences and to actively support you and your family in learning to manage and organize your own care at the level of your choosing. Tell your care partners your wishes so they can be added to your health record. You can expect your care partners to support you in achieving your goals and fulfilling your wishes.

INVOLVEMENT IN YOUR CARE

You have the right and responsibility to be involved your care.

- Learn about wellness and preventing disease and make healthy decisions.
- Be honest and thorough about your history, symptoms and any changes in your health.
- Tell us what medications you are taking and ask for refills during your office visit.
- Tell us when you see other doctors, medications they have prescribed and ask them to send a report.
- Be involved in discussing your medical condition and information about medically appropriate treatment.
- Make informed decisions with your care partners.
- When discussing your medical condition and/or treatment plan with us, you have the right to know the benefits and risks of each treatment; what you can reasonably expect from your treatment and any long-term effects it might have on your quality of life.
- You may be asked to sign a general consent to treatment form. You have the right to consent to or refuse treatment. You will have the medical consequences of refusing recommended treatment explained to you.
- Learn what your insurance covers and about any financial consequences of using uncovered services or out-of-network providers.

BE A GOOD PARTNER

- Partner with your health care team to establish your personal health care goals. Ask questions, share feelings, be part of your care. Respect us as partners in your care.
- Take all of your medication. Follow your treatment plan, or tell us if you cannot do so.
- Keep your appointments as scheduled, or call and let us know if you need to cancel.
- Pay your share of the office visit fee/deductible.
- Communicate with us. Provide us with feedback to improve services.
- Call your doctor's office or visit an urgent care center before going to the emergency room for non-emergency visits.
- Provide us with complete and correct information about your health and coverage so that we can make good decisions about your care. This includes past illnesses, surgeries, or hospital stays, past allergic reactions and any medicines or dietary supplements (such as vitamins and herbs) that you are taking.
- End every visit with a clear understanding of your provider's expectations, treatment goals and future plans. Always tell us if you need more information about medication or treatment choices.

SAFE CARE TRANSITIONS

Your care partners work together with community partners to ensure you have access to needed resources and services. You can expect us to help you identify sources of follow-up care and to let you know if we have any financial interest in any referrals. As long as you agree that we can share information about your care with referred sources, we will coordinate our activities to ensure a safe care transition. You may also expect to receive information and, where possible, training about the self-care you will need at home.

UNDERSTANDING WHO SHOULD MAKE DECISIONS WHEN YOU CANNOT

If you have signed a health care power of attorney stating who should speak for you if you become unable to make health care decisions for yourself, give copies to your doctor, your family and your care partners. This includes a "living will" or "advance directive" that states your wishes about end-of-life. If you or your family need help making difficult decisions, counselors, chaplains and others are available to help.

HELP WITH YOUR BILL AND FILING INSURANCE CLAIMS

Your team of care partners includes professionals who will file claims for you with health care insurers or other programs such as Medicare and Medicaid. They also will help your doctors with needed documentation. Medical bills and insurance coverage are often confusing. If you have questions about your bill, contact our business office. If you need help understanding your insurance coverage or health plan, start with your insurance company or health benefits manager. If you do not have health coverage, we will try to help you and your family find financial help or make other arrangements. We need your help with collecting needed information and other requirements to obtain coverage or assistance.

PROMPT AND REASONABLE RESPONSE TO YOUR QUESTIONS OR CONCERNS

You may receive more detailed notices about the rights you have as a patient and how to exercise them. We will provide a prompt and reasonable response to your questions, concerns and feedback. We are always interested in improving. Please call 321-268-6685 or 321-268-6683 to talk with a Patient Experience Professional if you have any questions, comments or concerns.

PROTECTION OF YOUR PRIVACY

We respect the confidentiality of your relationship with your doctor and your other partners in care. State and federal laws and health care operating policies protect the privacy of your medical information. You will receive a Notice of Privacy Practices that describes the ways we use, disclose, and safeguard patient information. The notice also explains how you can obtain information from your records about your care.

THANK YOU FOR PARTNERING WITH US IN YOUR CARE!

Parrish Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Parrish Healthcare cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.



Healing Families—Healing Communities®

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