

## Responsibilities of Patients

### Policy:

The patient has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his/her health. Patient has the responsibility to report unexpected changes in his/her condition to the responsible practitioner.

The patient is responsible for making it known whether he/she clearly comprehends a treatment plan by the Gulf Coast Medical Center physician and what is expected of patient.

### Procedure:

1. The patient is responsible for:
  - a. Providing an accurate, complete medical history and information about all matters pertaining to his/her health, including, past and present medical problems, hospitalizations, medications, and other matters relating to his/her health.
  - b. Informing the doctor/nurse of any changes in his/her health condition, including pain.
  - c. Providing a copy of your Medical Advance Directive and/or Medical Power of Attorney (if applicable and in effect) to his/her doctor.
  - d. Asking questions about specific problems and requesting information when not understanding the illness or treatment.
2. The patient has the responsibility to:
  - a. Keep scheduled appointments and notify appropriate Gulf Coast Medical Center personnel 24 hours prior to scheduled appointment when unable to do so.
  - b. Read, complete and/or update New Patient Registration and sign document.
  - c. Notify clinic personnel prior to an appointment regarding any special assistance necessary to clearly communicate with physicians or nurses.
  - d. Acknowledge receipt of Gulf Coast Medical Center Notice of Privacy Practices addressing patient medical information. More information on these rights can be obtained by calling the Privacy Officer at (727) 868-2151.
3. The patient is responsible for following a treatment plan recommended by the practitioner primarily responsible for his/her care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders, and as they enforce the applicable medical center rules and regulations. The patient is responsible for notifying a member of the health care team if he/she does not understand information about your care or treatment.
4. The patient is responsible for keeping appointments and, when he/she is unable to do so for any reason, for notifying the responsible practitioner or the medical center. The patient is responsible for his/her actions or consequences if he/she refuses treatment or do not follow the practitioner's instructions or leaves this facility against medical advice. Patient noncompliance is considered criteria for discharge from practice.
5. The patient is responsible for assuring that the financial obligations of his/her health care are fulfilled as promptly as possible, and for:
  - a. Providing new or updated information regarding your health insurance.
  - b. Making payment at time of service for any co-pay, co-insurance, deductibles, and any other outstanding charges or existing balances.
  - c. Paying your bills or making arrangements with Gulf Coast Medical Center to meet your financial obligation in a timely manner.
  - d. Reporting changes in contact information, guarantor information, address and telephone number.
6. The patient is responsible for following medical center rights and responsibilities affecting patient care and conduct.
7. The patient is responsible for being considerate of the rights of other patients and medical center personnel and for assisting in the control of noise, smoking, and the number of visitors. The patient is responsible for being respectful of the property of other persons and of the medical center.
8. The patient will maintain well-mannered and courteous behavior while in the medical center. Unreasonably demanding, verbally abusive or threatening behavior is not acceptable and is justification for discharge from this practice and contacting the police if necessary.
9. The patient is responsible to identify and report any safety concerns that may affect the care received at Gulf Coast Medical Center.
10. All patients are responsible for reporting any concern related to care, treatment, services, and patient safety issues to the office manager, Facilities Director, or CEO at (727) 868-2151. If you feel your concern about safety or quality of care provided has not been properly addressed, you may also report your concern to the Joint Commission. Call 1-800-994-6610 or email [complaint@jointcommission.org](mailto:complaint@jointcommission.org).