

# South Miami Cardiology, P.A.

## Patient Bill of Rights & Responsibilities

### Policy:

It is the policy of South Miami Cardiology, PA to support and inform each patient of his or her rights and responsibilities. These rights are extended to each patient regardless of the patient's age, sex, race, creed, national origin, ethnic group, religion, economic or cultural background or source of payment. All patients are informed of their rights as appropriate.

### Purpose:

To assure patients, their families, or their designee, are aware of their rights and responsibility.

Our mission is to meet the health and wellness needs of our community in collaboration with other providers and to ensure that services reflect high quality, compassion and value. This commitment is evidence through the care we provide in accordance with the following patient rights.

- The right to medical care and services without discrimination based upon race, color, religion, sex, sexual preference, national origin, source of payment or disability.
- The right to be free from restraints and seclusions of any kind that is used as means of coercion, discipline, convenience or retaliation by staff.
- The right to file a complaint and to expect prompt referral to appropriate practice administrative personnel for resolution. The patient also has the right to file a complaint with state and federal advocacy and licensing groups, as well as accreditation agencies.
- The right to formulate advance directives and to have the Practice comply with these directives.
- The right to personal privacy and to receive care in a safe setting.
- The right to be free from all forms of abuse or harassment.
- The right to confidentiality of his or her care and clinical records and the right to access information contained in his or her records within a reasonable time frame. \*all records are confidential except as otherwise provided by law or third-party contractual arrangements.
- The right to privacy and to know the reason for the presence of any individual during the discussion of the patient's case or during any examination or treatment.
- The right to be informed of risks, benefits, alternatives and procedures to be followed of experimental treatment of research if being proposed; the patient has the right to refuse participation in such treatment or research without limiting his or her access to care and services.
- The right to access protective services such as guardianship, patient advocacy services and child and adult protective services.
- The right, where possible, to an interpreter if the patient cannot speak, write or understand spoken or written English.

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- The right to care that is considerate and respectful of his or her personal values and beliefs and the right to express those values and beliefs which do not harm others or interfere with medical therapy.
- The right to have his or her pain managed effectively through ongoing assessment and timely responsive interventions. Patients can expect to receive information about pain relief measures, as appropriate, and to be involved in decisions related to pain management.
- The right to know the name and professional status of the physician who has primary responsibility for his or her care.
- The right to obtain consultations with another physician at the patient's request and expense.
- The patient's condition may be released to those requesting the information, unless the patient has stipulated otherwise or unless you are admitted for treatment of psychiatric illnesses. In cases that are reportable to public authorities, the patient's identity, the nature of the illness or injury and the patient's condition may be released without the patient's consent.
- The right to expect a response to any reasonable requests within the practice's capabilities.
- The right to request and receive a detailed explanation of their bill.
- The right to participate in his or her plan of care.

#### Patient Responsibilities:

- To provide accurate and complete information concerning the patient's present complaint, past medical history and other matter pertaining to the patient's health.
- Reporting any changes in condition
- Asking questions of directions and or procedures which are not understood.
- Actively participating in the management of pain, including asking questions regarding what to expect.
- Following the treatment plan prescribed by the physician.
- Keeping appointments and notifying the office when unable to do so.
- The patient is responsible for his or her own actions if they choose to refuse treatment or not to follow physician's orders.
- Being considerate of the rights of other patients and practice personnel.
- Being respectful of other patient's personal property and that of the practice.