



**PEDIATRIC
ASSOCIATES**

Patient Rights & Responsibilities

YOUR RIGHTS:

1. You have the right to be treated with respect by your provider.
2. You have the right to understand your child's illness.
3. You have the right to be told about the treatment your provider advises before it is done.
4. You have the right to refuse treatment to the extent of the law and to be told of the outcome.
5. You have the right to talk with your provider and expect that your records and conversations will be kept private.
6. You have the right to choose your own provider or office location. However if you do not make a selection, one will be chosen for you.
7. You have the right to get medical services without a long delay.
8. You have the right to make a complaint about our service or staff and receive an answer.

YOUR RESPONSIBILITIES:

1. You must treat your provider and office staff with respect.
2. You must fully inform your provider of your medical problems and ask questions.
3. You must decide about having a treatment or procedure before it is done.
4. You must consider what may happen if you refuse the treatment your provider advises.
5. You must help your provider get your previous medical records or fill out new ones.
6. Your provider must approve visits to specialists (except dental, vision, mental health, and family planning) or emergency room care unless you have a life-threatening emergency.
7. You must keep appointments and be on time or call our office when you are going to be late or can't keep the appointment.
8. You may call the office if you have a question about your child's care.
9. You must state your complaints, concerns and opinions in a polite way.

Complaints & Grievances

If you have a problem that cannot be solved to your satisfaction, you may file a complaint or grievance. All complaints and grievances are recorded, action is taken to solve them right away, and then you are notified of the outcome.

You may file a complaint or grievance by contacting the office manager at your location, by writing to our business office, or by calling:

Pediatric Associates Hotline 1-866-628-2385
<https://pacompliance.alertline.com>

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Adapted from Medipass 2003

If you are a Medicaid Recipient you may also contact:
Agency for Health Care Administration (AHCA) at 888-419-3456
The Florida Department of Financial Services at 800-342-2762