

Patient Rights & Responsibilities

Infectious Diseases Associates of North Central Florida

At Infectious Diseases Associates of North Central Florida, we are committed to providing high-quality healthcare in a safe, respectful, and compassionate environment. As a patient, you have certain rights and responsibilities that help ensure the best possible care.

Patient Rights

As a patient, you have the right to:

1. Respectful Care

Receive considerate, respectful, and compassionate care without discrimination based on race, color, religion, sex, age, disability, national origin, sexual orientation, gender identity, or source of payment.

2. Privacy and Confidentiality

Expect that your medical records and personal health information will be protected in accordance with applicable federal and state laws, including the Health Insurance Portability and Accountability Act (HIPAA).

3. Information About Your Care

Receive information regarding your diagnosis, treatment options, risks, benefits, and prognosis in language you can understand.

4. Participation in Treatment Decisions

Participate in decisions regarding your medical care, including the right to accept or refuse treatment to the extent permitted by law.

5. Informed Consent

Receive information necessary to provide informed consent before treatment or procedures are performed.

6. Access to Medical Records

Request access to and obtain copies of your medical records in accordance with applicable laws and office policies.

7. Continuity of Care

Receive information regarding follow-up care, referrals, and coordination of care when medically appropriate.

8. Communication

Receive information about office policies, fees, billing practices, and insurance participation.

9. Voice Concerns Without Retaliation

Express concerns, complaints, or grievances regarding your care and have those concerns reviewed without fear of discrimination or retaliation.

10. Safe Environment

Receive care in a clean, safe, and professional environment.

Patient Responsibilities

As a patient, you are responsible for:

1. Providing Accurate Information

Providing complete and accurate information regarding your medical history, medications, allergies, insurance coverage, and contact information.

2. Following Treatment Plans

Following agreed-upon treatment plans, medication instructions, laboratory testing requirements, and follow-up recommendations.

3. Asking Questions

Informing your healthcare provider if you do not understand your diagnosis, treatment plan, or instructions.

4. Keeping Appointments

Arriving on time for scheduled appointments and providing at least 24 hours' notice if you need to cancel or reschedule.

5. Financial Obligations

Meeting financial responsibilities for services rendered, including copayments, deductibles, coinsurance amounts, and balances not covered by insurance.

6. Respectful Conduct

Treating providers, staff, patients, and visitors with courtesy and respect. Threatening, abusive, disruptive, discriminatory, or inappropriate behavior may result in dismissal from the practice.

7. Participation in Care

Actively participating in your healthcare by communicating concerns, reporting changes in your condition, and complying with treatment recommendations.

8. Medication Safety

Providing an accurate list of all medications, supplements, and treatments you are currently taking and notifying the office of any changes.

9. Maintaining Contact Information

Keeping your contact information current to facilitate communication regarding appointments, test results, and treatment plans.

10. Compliance with Office Policies

Following practice policies regarding appointments, prescription refills, communication methods, infection prevention measures, and patient safety requirements.

Acknowledgment

By receiving care from Infectious Diseases Associates of North Central Florida, patients acknowledge that they have been provided access to this Patient Rights & Responsibilities statement and understand their role in partnering with their healthcare team to achieve the best possible outcomes.

Infectious Diseases Associates of North Central Florida

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