



HOLISTIC HEALTH
CONCIERGE

Holistic Health Concierge Florida Patient Bill of Rights and Responsibilities

Florida law provides patients with certain rights and responsibilities when receiving healthcare services. This summary has been prepared to help you understand your rights as a patient and the responsibilities that help us work together to provide safe, respectful, and personalized care.

Patient Rights

As a patient of Holistic Health Concierge, you have certain rights under Florida law. We are committed to respecting these rights and ensuring you receive safe, respectful, and informed care. The following summarizes your rights as a patient.

- To be treated with courtesy, dignity, respect, and consideration.
- To receive care in a safe environment.
- To receive information about your diagnosis, proposed treatment, alternatives, risks, and expected outcomes in language you can understand.
- To participate in decisions regarding your care and to refuse treatment to the extent permitted by law.
- To receive information about the qualifications of the healthcare professionals involved in your care.
- To privacy and confidentiality of your medical information as provided by applicable law, including HIPAA.
- To review or obtain copies of your medical records in accordance with applicable law.
- To know the practice's policies regarding communication, appointments, financial responsibilities, and patient conduct.
- To voice concerns or file a complaint without fear of retaliation and to receive information regarding the complaint process.
- To receive information regarding continuity of care and follow-up recommendations.
- To receive information regarding the costs of services and your financial responsibilities before treatment, whenever possible.

Patient Responsibilities

The best healthcare outcomes are achieved when patients and providers work together as partners. As a patient, you also have certain responsibilities that help us provide safe, effective, and personalized care.



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Your responsibilities include:

- Provide complete and accurate information regarding your health history, medications, allergies, and current concerns.
- Inform the practice of changes to your health, medications, or contact information.
- Follow agreed-upon treatment plans or discuss concerns if you choose not to follow recommendations.
- Ask questions whenever you do not understand your care or treatment recommendations.
- Treat providers and staff with courtesy and respect.
- Keep scheduled appointments or provide appropriate notice if you need to cancel or reschedule.
- Meet your financial obligations in accordance with the practice's Financial Policy.
- Follow practice policies designed to support safe, effective patient care.

Additional Information

If you have questions regarding your rights or responsibilities as a patient, please contact Holistic Health Concierge. Additional information regarding Florida's Patient Bill of Rights and Responsibilities is available upon request.

Reference

This summary is based on Section 381.026, Florida Statutes (Florida Patient's Bill of Rights and Responsibilities).