

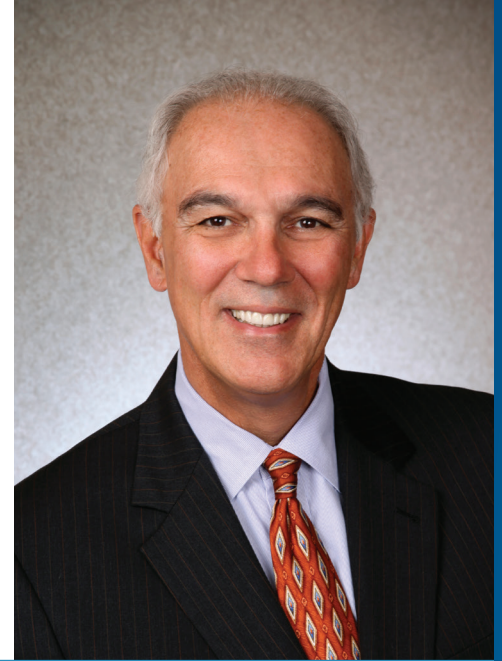
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# PATIENT HANDBOOK

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BOCA RATON  
REGIONAL HOSPITAL



## LETTER FROM THE PRESIDENT & CEO

Welcome to Boca Raton Regional Hospital and thank you for choosing our facility for your medical needs. We are confident that you will benefit from the high quality care and state-of-the-art technology we provide. Boca Regional has been a vital and integral part of our service area for nearly 50 years. During that time we have grown from a capable community Hospital into one of the preeminent medical centers in Florida.

This patient welcome guide has been designed to assist you and your loved ones through your Hospital stay. It explains patient rights and responsibilities, as well as processes that you can expect and Hospital services that are offered. Please take the time to familiarize yourself with this information and do not hesitate to talk to any of your caregivers should you have questions.

On behalf of our physicians, nurses and entire Hospital staff, I extend best wishes to you for a favorable stay and quick return to good health and well-being. Should you have any comments or suggestions, I would encourage you to call Patient & Guest Relations at 561.955.4358.

Sincerely,

**Jerry J. Fedele**, President & CEO  
Boca Raton Regional Hospital

### OUR MISSION

*Boca Raton Regional Hospital delivers the highest quality patient care with unrelenting attention to clinical excellence, patient satisfaction and patient safety. Our team of professionals demonstrates unparalleled compassion and commitment to those we serve.*

### OUR VISION

*To be the preeminent regional leader in healthcare delivery and the hospital of choice for patients, physicians, employees and volunteers.*

## ABOUT US

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### **Boca Raton Regional Hospital**

Born out of compelling need in 1967, Boca Raton Regional Hospital has consistently focused its efforts and its resources on one mission and one purpose only; the health and welfare of the patients it serves. Now, over fifty years later, that singular approach to medicine has placed the Hospital in the vanguard of patient care in such areas as Cardiovascular Care, Oncology, Women's Health, Orthopedics, Emergency Medicine and the Neurosciences. With 400 licensed beds, over 800 physicians, a nursing and support staff of over 2,000 and 1,200 volunteers. We invite you to learn more about us. You'll find renowned physician expertise. The most sophisticated technology available. Superior nursing care. You will find Boca Raton Regional Hospital ... advancing the boundaries of medicine.

### **Foundation**

Boca Raton Regional Hospital Foundation is a not-for-profit, tax-exempt subsidiary of Boca Raton Regional Hospital. For more than half a century, philanthropic support has enabled the Hospital to maintain high quality, compassionate care that meets and exceeds the needs of our community. Gifts are used to fund the Hospital's ever-expanding scope of services, invest in the most advanced technology, conduct pioneering research and recruit the finest healthcare professionals. Every gift makes a difference, and every gift helps us save lives. For more information, please call 561.955.4142.

### **Debbie-Rand Memorial Service League**

Each year our members donate collectively as much as 155,000 hours of service as Debbie-Rand volunteers, meeting the needs of patients, their families and the staff at Boca Regional. Our volunteers work in over 60 departments and are an integral part of the Hospital: acting as Hospital ambassadors to patients, employees and visitors; assisting patients and staff on a nursing unit; raising funds for equipment and services; serving on an event planning committee; helping with our Pet Therapy program; delivering flowers and much more. They include high school and college students, adults and retirees and even former patients. They play a valuable and meaningful role in the lives of our patients throughout our Hospital. Over the years, our program has evolved into one of the largest hospital-based volunteer services in the country.

If you are interested in volunteering at Boca Raton Regional Hospital, please call the Debbie-Rand Memorial Service League volunteer office at 561.955.4098.

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## ABOUT YOUR STAY

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### Visitor Guidelines

We encourage visitors for a patient's emotional support and recovery. To provide a restful and safe environment, guests are asked to conclude their visit by 8:00pm. We ask that all visitors comply with these guidelines:

- Be considerate of other patients by keeping noise to a minimum.
- Refrain from visiting if you have a cold, sore throat or any other contagious condition.
- Observe precaution signs before entering the room.
- Step out of the room during tests or treatments, when asked.

Patients may designate a family member or friend to serve as a support person during their stay. When requested, Boca Regional will make every effort to accommodate extended visitation for the support person. However, there may be limitations based on the clinical condition of the patient or the effect to other patients. Please speak with the charge nurse or director of your unit regarding these accommodations.

### Patient & Guest Relations Department

Whether our patients are here for an emergency visit, a one-night stay or an extended course of treatment, they will encounter a patient advocate. An advocate is skilled in dealing with the concerns that affect care and treatment. Our team of patient advocates treat everyone as an individual with compassion and respect. They listen to concerns, answer questions, include the patient's loved ones and provide care with a sensitive and human touch. The patient advocate provides the following services:

- Advance Directives
- Patient rights and responsibilities
- Emotional and spiritual support while hospitalized
- Interpretation of Hospital policy
- Assistance with translation services
- Emergency amenities
- Service for vision and hearing impaired

Patient advocates also serve as liaisons between patient, family, staff and physicians. A patient advocate may be reached by calling 561.955.4009 between the hours of 8:30am to 5:00pm.

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## ABOUT YOUR STAY

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### Your Hospital Experience

We encourage you and your family members to provide us with feedback about your care and service while at Boca Regional. We appreciate any suggestions and/or recognitions related to your Hospital experience. Please contact your nurse or Patient & Guest Relations at ext. 4009 in this regard.

Once you have been discharged, you may be mailed a written survey. We hope that you will take a few moments to answer the questions so that we can continually improve our patient experience. The survey is a standardized tool for measuring satisfaction across all hospitals in the United States. We hope that your experience with us exceeds your expectations, as our goal is to always provide exceptional care to our patients.

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## ABOUT YOUR STAY

### Your Room

Most of our rooms are semi-private. Private rooms, if available, can be requested at an additional cost. For more information on private room accommodations or to request one of these rooms, contact Patient Access at ext. 4365.

A staff member will familiarize you with your room, which includes use of your telephone, television, call system, bed controls and patient-specific information board. Each bed is assigned a telephone number that your family and friends can use to call you directly. For your convenience your phone number is on your patient information board. For local calls outside the Hospital, dial "9" followed by the seven digit number. For calls made to the Hospital departments or staff listed on your patient information board, simply dial the four digit extension.

### Calling for Assistance

You are able to request assistance by using the call buttons located on the sides of your bed rails, the hand-held remote connected to the wall and assistance pull cords located in the bathroom. Your nurse's phone extension is located on your patient information board closest to your bed.

### Securing of Valuables

We request that you send any medication, jewelry, cash, credit cards and other valuables home. If you cannot send your valuables home, you will be asked to secure these items in the Hospital safe until you are discharged.

If you require eyeglasses, hearing aids and/or dentures during your stay, please store them on your bedside stand when not in use. Please do not leave them on your bed or on top of your food tray – they may be damaged or lost. Be sure to take these items with you when you are transferred to a new room or discharged from the Hospital.

**Boca Raton Regional Hospital is not responsible for any items that may be lost or stolen during your Hospital stay.**

### Housekeeping Services

The Environmental Services Department at Boca Regional provides housekeeping services to the facility. Your room and bathroom will be cleaned daily between the hours of 8:00am and 4:00pm by one of our Environmental Services staff members.

**Upon request the nursing staff provides new bed linens, towels and toiletries.** If your room needs attention or if there is an unexpected clean-up required, services are available 24 hours a day, seven days a week by calling ext. 5295 or notifying your nurse.

## PATIENT DINING

We strive to provide our patients with the highest quality of nutrition, no matter what type of diet your physician has prescribed. Your host/hostess will provide you with a menu of your meal options.

- Breakfast:  
7:00am to 11:00am
- Lunch:  
11:15am to 2:00pm
- Dinner:  
4:15pm to 6:30pm
- Light snacks and sandwiches are available upon patient request through your host/hostess at the phone extension listed on your patient information board.

**Guest trays** are available for purchase during patient meal times for \$5 per meal. Arrangements can be made through your host/hostess or by calling the Dietary Supervisor at ext. 3246.



## ABOUT YOUR STAY

### Bedside Report

We want you to be an active participant in your care. The nursing staff will provide their shift-to-shift report at your bedside.

### Patient-Centered Rounding With Care

Your safety is important to us. To ensure you have important items such as a telephone, television remote and nurse call button within reach, the staff will visit your room every hour. They will assist you to the restroom and with repositioning.

If you are having pain that requires medication or other interventions, the staff will inform your nurse to assist you.

### Morning Laboratory Tests

While you are in the Hospital your doctor may order daily blood work to monitor your condition and treatments. In order for the results to be available to your physician during morning rounds, our laboratory staff will draw your blood very early in the morning.

### Physician Team

While you are in the Hospital, there may be several physicians involved in your care. The attending physician is the primary doctor responsible for your care throughout your hospitalization, which includes entering your discharge orders and completing your prescriptions.

Your primary physician may seek consultation from other doctors about your care at their discretion.

### The Discharge Process

Planning for your safe transition home or to another setting for your recuperation begins when you arrive at the Hospital. Your post-hospital plan of care is dependent upon factors such as your medical condition, living arrangements, support systems and insurance coverage. Your physician will recommend what level of medical care and services you will require and case managers will assist you and your family in developing the best plan for your circumstances.

The attending physician determines when you are ready to be discharged. Even though consulting physicians or surgeons caring for you may say that you can be discharged from their standpoint, it is the attending physician who makes the final determination.

Your attending physician will complete the discharge order, give any additional instructions and prescribe all medications. To ensure that you are discharged safely, there are important steps that need to be completed. The timing of your discharge is dependent upon services required on your written discharge.

*We respectfully request your patience with this process.*



## MANAGING YOUR MEDICATION

Please be sure to inform your physician and/or nurse about all medications you are currently taking including prescriptions, samples, over-the-counter items, nutraceuticals, vitamins, herbal remedies and vaccines. Your physician uses this list to determine which medications should be continued, changed or stopped during your hospitalization and to evaluate for potential interactions.

Your doctor may prescribe new medications for you. To ensure that you understand exactly what they are and why they are being prescribed, education will be provided to you.

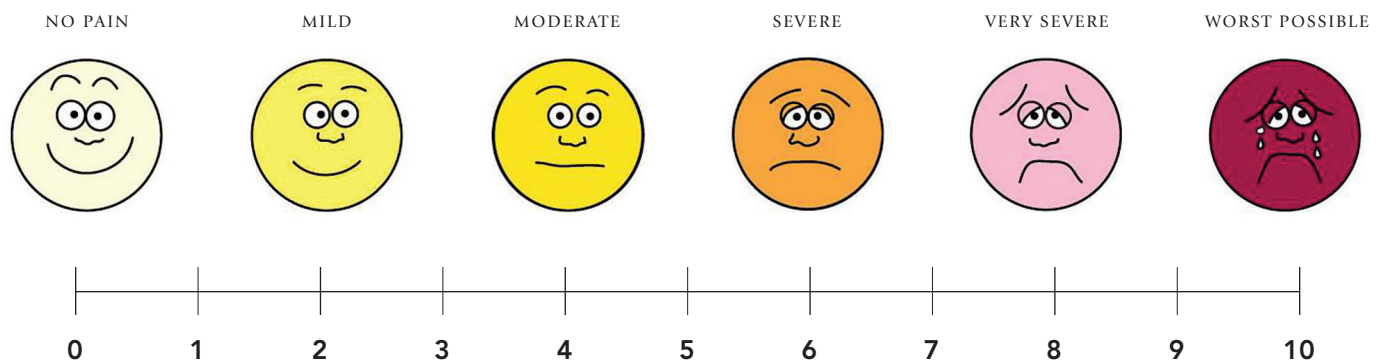
**All medications including your own will be given to you by your nurse.**

# PAIN MANAGEMENT & PREVENTING FALLS AND INFECTIONS

## Pain Management

Your healthcare team cares about your comfort and well-being. We recognize that each person will experience pain differently. As part of your individualized plan for pain management, we will ask you to describe your pain and pain level. You may be asked to rate your pain on a scale of "0 to 10" or to choose a "face" on a scale that indicates your level of pain. This will also help your healthcare team determine if your treatment or medication should be changed.

If you feel your pain is not adequately relieved, please tell your nurse so that we can intervene as soon as possible to keep you comfortable.



## Preventing Falls

Patients of all ages are at risk for falls within the Hospital. The unfamiliar environment, acute illness, surgery, bed rest and medications place patients at risk. Your nurse will discuss with you the potential side effects of medications that increase your risk for falls. These guidelines will help keep you safe during your stay:

- Encourage family members and/or your support person to stay with you as much as possible.
- Keep frequently used items, including the nurse call bell, within reach.
- When changing positions, move in a slow, controlled manner allowing your body to adjust.
- Ask for assistance before getting out of bed to use the bathroom or bedside commode.
- Wear non-skid socks (available from your nurse) or slippers.

## Preventing Infections

Hand hygiene is the key to preventing infection. Our staff will cleanse their hands before and after direct contact with you. This may be done with soap and water or the antiseptic foam outside your room. These guidelines will help keep you safe during your stay:

- Remind your doctor and nurse to clean their hands before touching you if you do not see them do so.
- Ask friends and family to clean their hands with soap and water or an alcohol hand rub placed near the entrance to your room before and after visiting you.
- Do not touch a surgical wound, dressing, IV and/or central lines.
- Tell your doctor or nurse immediately if bandages come off or become wet or soiled.







## PREVENTING PRESSURE ULCERS

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### What is a Pressure Ulcer

- A "pressure ulcer" is an injury to the skin and underlying tissues
- They are also called "bed sores" and "decubitus"
- Being ill and in the hospital increases your risk for pressure ulcers

### What Causes a Pressure Ulcer?

- Lying or sitting too long in one position
- Sliding down in a bed or chair
- Prolonged pressure to any area of skin, such as oxygen tubing on ears or masks resting on the nose

### Help Us Protect Your Skin From Pressure Ulcers

- Allow your nurse to inspect your skin
- Report any discomfort to your nurse
- Report any reddened skin to your nurse
- Report any wet or soiled skin
- Change your position in bed at least every two hours
- Shift your weight in a chair at least every 15 minutes
- Avoid sliding or dragging in and out of the bed or chair

## FOR YOUR SAFETY AND SECURITY

### Keeping Your Personal Information Safe

Please assist us in keeping your personal information secure. **Boca Regional staff will never call your room to request personal information, such as your social security number or date of birth.**

All staff, physicians and volunteers entering your room will have an identification badge with their name, department and photo.

### Privacy & Your Health Information

The Health Insurance Portability and Accountability Act (HIPAA) is a federal law created to help protect your privacy. It guides hospitals on how to protect your personal health information. It must be followed by doctors, hospitals and other healthcare providers.

Because of this law, your healthcare team will be careful in what information is shared with your loved ones. If you would like a family member to receive more information, you can give permission when asked on admission or by speaking with your nurse.

### Patient Identification

Before administering medications, providing transportation or performing procedures, we will validate your name and other personal information. You will be asked this repeatedly to ensure the right care is provided to the right patient at the right time.

### Stay Safe & SPEAK UP

Our patients are encouraged to **SPEAK UP**. *Research shows that patients who take part in decisions about their own healthcare are more likely to get better faster.* The Joint Commission, which provides accreditation services for hospitals, sponsors this program to help patients be more informed about their care.

- S** : Speak up if you have questions or concerns. If you still do not understand, ask again. It's your body and you have a right to know.
- P** : Pay attention to the care you get. Always make sure you are getting the right treatments and medicines by the right healthcare professionals. Do not assume anything.
- E** : Educate yourself about your illness. Learn about the medical tests you get and your treatment plan.
- A** : Ask a trusted family member or friend to be your advocate (advisor or supporter).
- K** : Know what medicines you take and why you take them. Medication errors are the most common healthcare mistakes.
- U** : Use a hospital, clinic, surgery center or other type of healthcare organization that is carefully reviewed for quality of care by outside organizations. For example, The Joint Commission visits hospitals to see if they are meeting their quality standards.
- P** : Participate in all decisions about your treatment. You are the center of the healthcare team.

### RAPID RESPONSE TEAM

If you feel your loved one is in distress, such as a change in level of alertness, new confusion, agitation or changes in breathing, please contact your nurse immediately! If your nurse is not immediately available, do not wait!

**Call our Rapid Response Team by dialing 5555 from any Hospital phone.**

Our Rapid Response Team consists of a group of specialty-trained healthcare professionals who respond to changes in condition in an effort to prevent a medical emergency.





## INFORMATION ON YOUR RECORDS AND HOSPITAL BILL

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### Requesting Copies of Your Medical Records

To receive a copy of your medical record, please complete the Release of Information form. We are able to provide your records in either paper form or electronically on a CD-ROM. If you are picking up your records in person, you will be asked to provide proof of identification (such as a driver's license). If you wish to have your spouse or significant other pick up your records, the Release of Information form must have your signature and specify the person designated to pick up the records. The person designated to obtain the records must provide proof of identification. Alternatively, your medical records can be mailed to you in either the paper or CD-ROM formats.

### Billing: What a Hospital Bill Covers

The Hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. Be sure you have provided accurate and specific insurance policy information to the Hospital and let the Hospital Business Office know if your hospitalization was the result of an auto accident or worker's compensation injury. The Hospital may contact you if your assistance is needed with obtaining payment from your insurance carrier. Boca Regional offers financial assistance to those who can demonstrate financial need. Contact the Hospital's Business Office for more information if you think you may qualify.

### Inpatient Versus Observation Status

Based on Medicare and insurance company guidelines, there are different types of admission status. While you are a patient here, you may not be admitted as an inpatient status type. Being assigned to a room and spending the night does not guarantee that you are an inpatient. If you have questions about your admission status type, please ask to speak with a case manager or a Business Office representative. **It is important for you to understand that if you are admitted as an observation patient or outpatient status, you will be responsible for any outpatient out-of-pocket expenses**, such as co-payments, deductibles, diagnostics test and certain medications, in accordance with your specific insurance plans. If you have questions about your insurance coverage, contact your plan provider.

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## GENERAL INFORMATION

### Parking & Valet Services

As a courtesy to our patients and family members, we provide free valet parking services outside of the main entrance on the east side of the Hospital. Valet services at the main entrance are offered:

**Monday through Friday:**

8:00am to 8:00pm

**Saturday and Sunday:**

9:00am to 8:00pm

If you do not wish to utilize our valet services, there are two parking lots available to patients and visitors at no charge. One is on the east side, outside the main entrance and Outpatient Surgical Services. The other lot is on the west side near Toppel Family Place and the Wold Family Center for Emergency Medicine.

For patients visiting our Wold Family Center for Emergency Medicine, valet services are provided outside the front entrance to the Center. There is also parking for emergency patients and visitors, located across Meadows Road, in the 745 Building parking lot, in spots marked clearly in red.

### Community Clergy

Community clergy members from a variety of local denominations are available to address your spiritual needs upon request.

For those of the Jewish faith, there is a secure Shabbat Room on the third floor that can be accessed using the Hospital's main elevators. Please contact Patient & Guest Relations for more information.

### Automated Teller Machine (ATM)

For your convenience, there is an ATM machine located on the first floor by the Hospital's main elevators, across from the Gift Shop.

### Electronic Devices

Cell phones are permitted in your room and throughout the Hospital. Please note that there are areas of the Hospital where reception may be intermittent due to medical equipment.

Please keep your cell phone with you or store in your bedside table. Boca Raton Regional Hospital is not responsible for any items that may be lost or stolen during your Hospital stay.

### Wireless Internet Services

Free WiFi is available for patients and guests. When searching for available wireless networks from your mobile device, select BRCH GUEST.

## SMOKE-FREE ENVIRONMENT

As part of our commitment to providing a safe and healthy environment, Boca Raton Regional Hospital maintains a no smoking policy.

Smoking is prohibited in all buildings and on all grounds of the Hospital campus, including parking lots. This policy extends to all employees, patients and visitors. Please note: The use of electronic cigarettes and chewing tobacco are also prohibited.

**Thank you for  
your cooperation.**





## BOCA RATON REGIONAL HOSPITAL TELEPHONE DIRECTORY

### DINING OPTIONS

The Bistro at Boca .....561.955.4343  
 Monday - Friday: 6:00am to 10:00pm | The **Bistro at Boca** offers breakfast, lunch and dinner. It is located in the main hallway between the main lobby and the Gift Shop.

Cafeteria .....561.955.3246  
 Breakfast: 6:30am to 10:00am and Monday - Friday Lunch/Dinner: 11:15am to 7:00pm and Saturday & Sunday Lunch/Dinner: 11:15am to 6:30pm | The **Cafeteria** offers breakfast, lunch and dinner options ranging from quick-take items to hot foods.

### HOSPITAL SERVICES

Environmental Services / Housekeeping .....561.955.4258

Food & Nutrition .....561.955.4253

Foundation .....561.955.4142

General Information .....561.395.7100

Gift Shop .....561.955.4100  
 Monday - Friday: 9:00am to 8:00pm -and- Saturday & Sunday: 10:00am to 5:00pm | Cash and credit cards are accepted. We welcome telephone orders or in-shop customers.

Massage Therapy (requires physician order) .....561.955.2100

Medical Records .....561.955.4072

Patient Financial Services .....561.955.4007

Patient & Guest Relations .....561.955.4358

Physician Referral Service .....561.955.3276

Protective Services .....561.955.4022

Rapid Response Team .....561.955.5555

Scheduling .....561.955.4700

Volunteer Services .....561.955.4098

## FINANCIAL ASSISTANCE POLICY

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BRRH provides a financial assistance program to hospital patients without regard to race, sex, age, religion, national origin, marital status, sexual orientation, disabilities, military service, or any other classification protected by federal, state or local laws.

### Eligibility and Assistance Offered

Financial assistance covers only medically necessary services provided by BRRH. BRRH offers two types of financial assistance for patients having a balance due.

- **Catastrophic Approval:** if the balance owed BRRH is more than 25% of a patient's annual family household income, and that annual income is less than 600% of the Federal Poverty Guidelines (FPG). If approved, the total balance owed BRRH is discounted to equal 10% of the patient's annual family household income.
- **Non-Catastrophic Approval:** is available at two levels. If annual income is less than 200% of the FPG the patient qualifies for a 100% write-off of the balance. If annual income is from 201% to 300% of the FPG, the patient qualifies for a 50% write-off of the balance.

Certain residency requirements apply for cases not originating in the Emergency Department. No one eligible for financial assistance will be charged more for emergency or other medically necessary care than the Medicare allowable amount.

### How to Apply

To receive assistance, generally patients must complete and submit a financial assistance application to BRRH and provide supporting documentation.

### How to Obtain More Information

To learn more about the BRRH financial assistance program, obtain a free copy of the financial assistance policy, application, policy summary, or to obtain assistance with the financial assistance application process, please contact BRRH as follows:

Boca Raton Regional Hospital  
Phone 888.629.7686 or 561.955.4007  
Customer Service  
626 Glades Road  
Boca Raton, FL 33486

### Hours of Operation

Monday through Friday | 8:30am – 4:30pm

Phone: 9:30am – 4:30pm

Online: [www.brrh.com](http://www.brrh.com)

Click on "Billing Info/Pay Online," or click on "Patient Financial Assistance."

## IMPORTANT QUESTIONS TO ASK YOUR PHYSICIAN

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What kind of disease or condition is this? What do doctors know about its cause?

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What are my treatment options? What are the goals for my treatment?

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What are the risks of treatment and the risks of not treating at all?

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What is the likely course of my condition – the long-term outlook?

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What will this medication do and how long will it take to work?

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What side effects might I develop? What, if anything, should I call you about immediately?

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If my symptoms change or I develop new symptoms, how should I contact you?

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If there are no symptom changes, how often should I come to you for a check-up for my condition?

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# INFORMATION ABOUT YOUR RIGHTS

## Patient Rights and Responsibilities

The Rights and Responsibilities of all patients, including the neonate, child, adolescent, adult and/or geriatric patient, shall be consistently honored, and shall include the following:

### Patient Rights

Florida law requires that your healthcare provider or healthcare facility recognize your rights while you are receiving medical care and that you respect the healthcare provider's or healthcare facility's right to expect certain behavior on the part of patients. You may request a copy of the full text of this law from your healthcare provider or healthcare facility. A summary of your rights and responsibilities follows:

1. A patient has the right to be treated with courtesy and respect, with appreciation of his/her individual dignity and with protection of his or her need for privacy.
2. A patient has the right to a safe environment.
3. A patient has the right to be free from all forms of abuse or harassment.
4. A patient has the right to a prompt and reasonable response to questions and requests.
5. A patient has the right to know who is providing medical services and who is responsible for his or her care.
6. A patient has the right to know what patient support services are available, including whether an interpreter is available if he or she does not speak English.
7. The patient has the right to participate in the development and implementation of his/her care and to make informed decisions regarding his/her care.
8. A patient has the right to know what rules and regulations apply to his/her conduct.
9. A patient has the right to be given by the healthcare provider information concerning diagnosis, planned course of treatment, alternatives, risks and prognosis.
10. A patient has the right to refuse any treatment, except as otherwise provided by law.
11. A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.
12. A patient who is eligible for Medicare has the right to know, upon request, and in advance of treatment, whether the healthcare provided or healthcare facility accepts the Medicare assignment rate.
13. A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
14. A patient has the right to receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.
15. A patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap or source of payment.
16. A patient has the right to security and personal privacy and confidentiality of records and treatment as described in our "Notice of Privacy Practices."
17. A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
18. A patient has the right to know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research.
19. A patient has the right to be informed by the attending physician when a significant unanticipated outcome has been identified.
20. A patient has the right to self-determination and to formulate advance directives and designate a surrogate to make healthcare decisions on his/her behalf, to the extent permitted by law.

21. A patient has the right to include or exclude any family member from participating in his/her healthcare decisions, if so chosen and the right to choose their own visitors during their stay with "full and equal" visitation privileges consistent with the wishes of the patient and reasonable clinical restrictions and limitations applied consistently to all patients. (Support Person)
22. A patient has the right to consideration of the psychosocial, spiritual and cultural variables that influence the perception of illness and death.
23. A patient has the right to individualized assessment and management of pain.
24. A patient has the right to education about pain relief measures.
25. A patient has the right to access information relating to external protective service agencies, such as guardianship and advocacy services and child or adult protective services. For more information, call Case Management/Social Services at ext. 4320 from a patient's telephone or 561.955.4320 outside the Hospital.

### Patient Responsibilities

1. A patient is responsible for providing to the healthcare provider, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to his or her health.
2. A patient is responsible to know what to expect regarding pain and how to relieve that pain.
3. A patient is responsible for reporting unexpected changes in his/her condition to the healthcare provider.
4. A patient is responsible for reporting to the healthcare provider whether he/she comprehends a contemplated course of action and what is expected of him/her.
5. A patient is responsible for following the treatment plan recommended by the healthcare provider.
6. A patient is responsible for keeping appointments and, when he/she is unable to do so for any reason, for notifying the healthcare provider or healthcare facility.
7. A patient is responsible for his/her actions if he/she refuses treatment or does not follow the healthcare provider's instructions.
8. A patient is responsible for assuring that the financial obligations of his/her healthcare are fulfilled as promptly as possible.
9. A patient is responsible for following healthcare facility rules and regulations affecting patient care and conduct.

### Registering a Complaint

A patient has the right to express grievances regarding any violation of his/her rights, as stated in Florida law, through our grievance procedure by contacting personnel responsible for their immediate care and/or the Patient & Guest Relations Department. A patient advocate may be reached by dialing ext. 4358 from a patient's telephone or 561.955.4358 from outside the Hospital. A patient also has the right to contact the appropriate state licensing agency.

#### To register a complaint against the Hospital, write or call:

Agency for Healthcare Administration  
Consumer Assistance Unit  
2727 Mahan Drive | Tallahassee, FL 32308  
1.888.419.3456

#### To register a complaint against a physician, write or call:

Division of Medical Quality Assurance  
Bureau of Consumer & Investigative Services  
Consumer Services Unit  
4052 Bald Cypress Way, Bin C-75 | Tallahassee, FL 32399-3275  
1.888.419.3456

## IF YOU HAVE CONCERNS

Patient advocates can be reached at ext. 4358. Our goal is to resolve all of your concerns as they arise.

## ADVANCE DIRECTIVES – HONORING YOUR WISHES

An **advance directive** is a set of instructions from the patient regarding their healthcare decisions. There are two types of advance directives:

A **living will** is a written document that states what medical treatment a patient would or would not want if terminally unable to make decisions or unable to communicate. A healthcare surrogate is generally appointed by the person completing a living will to uphold his/her wishes.

A **designation of healthcare surrogate** is a legal document that allows patients to choose another person to make their healthcare decisions if unable to communicate. Instructions about what types of treatment a patient wants or does not want can be included in this document.

Any decision that the patient has included in the advance directive has no effect on the care he/she accepts or refuses while able to communicate. If you have an advance directive, you will be asked to provide a copy for your medical record in order to carry out your wishes.

If you would like further information, would like to initiate a living will or designate a healthcare surrogate while here in the Hospital, please let us know. A patient advocate can help you with this process.

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BOCA RATON  
REGIONAL HOSPITAL