

To be notified of the center's policy on Advance Directives, as required by state or federal law and regulations  
To approve or refuse the release of patient disclosures and records, except when release is required by law.

Express complaints regarding any violation of his or her rights.

Following health care facility conduct rules and regulations.

Providing a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.

**If you have any suggestions, complaints or grievances, you may contact the following organizations:**

AGENCY FOR HEALTH CARE ADMINISTRATION  
CONSUMER ASSISTANCE UNIT  
2727 MAHAN DRIVE / BLDG 1 TALLAHASSEE, FL 32308  
1-888-419-3456

OFFICE OF THE MEDICARE BENEFICIARY OMBUDSMAN  
[www.cms.hhs.gov/center/ombudsman.asp](http://www.cms.hhs.gov/center/ombudsman.asp)