

## PATIENT/CLIENT RIGHTS & RESPONSIBILITIES

It is the practice and commitment of all employees and agents of this facility to respect and ensure the legal, ethical and moral rights of the patients and clients it serves. Furthermore, every effort will be made to stay abreast of these rights and to provide an environment that promotes human dignity as a founding service principle.

### **Each patient/client has the right to:**

- Be greeted and treated with care and in a courteous & dignified manner
- Be assigned to the appropriately educated, trained, and skilled individual without regard to race, creed, gender, national origin, disability, religion, sexual orientation, health status or age
- Expect that all care will be delivered by or under the supervision of a therapist or therapist assistant and that the identity of the individuals delivering care will be readily available
- Be serviced in a facility that is fully compliant with federal, state and local regulations
- Be given information regarding his/her care or potential care in a timely manner and in a way in which he/she can understand, including the procedure(s), the purpose, the probable outcomes, the alternatives and the risks and benefits associated with recommended care or the lack thereof
- Be given the opportunity to participate in his/her care and care decisions including declining part or all of the plan of care
- Expect that his/her protected health information (PHI) will be handled, secured or disposed of in full compliance with federal privacy & security regulations requiring that access to PHI be given on a 'need to know basis' only and that the use of this information without authorization is prohibited with the exception of treatment delivery, healthcare operations and related billing services. This PHI includes, but is not limited to, diagnosis, prognosis, past history, treatment, clinical and billing records, and any personally identifying data, such as address, SSN, etc.
- Review and or have access to his/her clinical record in all formats (paper, electronic, etc.), and obtain copies if requested at a reasonable charge
- Be treated in an environment that is safe and accessible to the fullest extent of the law
- Be duly and timely informed of any financial responsibilities that he/she will have as a result of rehabilitative, educational, or preventative intervention
- Request and receive an itemized statement for all services delivered, regardless of payer source
- Be informed of any financial relationships that this facility has with any payers, referral sources, or other healthcare entities, practitioners and/or vendors

### **Each patient/client has the responsibility to:**

- Give complete, accurate, and timely medical, personal, demographic, and payer information to this facility
- Comply with the rehabilitative plan of care (per informed consent) to the best of his/her ability which includes, but is not limited to, following home programs/instructions, punctually attending scheduled treatment sessions and adhering to known precautions and limitations
- Advise his/her therapist when rehabilitative goals or treatment approaches require modification secondary to external complicating factors including, but not limited to, physical or mental health, family, work or religious conflicts or commitments
- Adhere to obvious department guidelines while at this facility including, but not limited to, courteous interaction with staff as well as other patients/clients and visitors, conscientious personal hygiene and modesty, and respect for treatment and clinical record confidentiality for self and others
- Provide objective complaint notification to the Owner or his/her designee as well as the state Licensing Boards and/or other regulatory agencies, if indicated

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