

## **Patient/Client Rights & Responsibilities**

It is the practice and commitment of all employees and agents of Appalachian Physical Therapy, Inc. to respect and ensure the legal, ethical, moral and privacy 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 has the Right to:**

- 1) Be greeted and treated with care and in a courteous, confidential & dignified manner
- 2) Be assigned to the appropriately educated, trained, and skilled individual without regard to race, color, creed, gender, national origin, disability, religion, sexual orientation, health status, veteran status or age
- 3) Expect that all care will be delivered by or under the supervision of a *Physical Therapist* and that the identity of the individuals delivering care will be readily available
- 4) Be serviced in a facility that is fully compliant with federal, state and local regulations
- 5) Be given information regarding his/her care or potential care in a timely manner and in a way in which he/she can understand, the procedure(s), the purpose, the probable outcomes, the alternatives and the risks and benefits associated with recommended care or the lack of it
- 6) Be given the opportunity to participate in his/her care and care decisions including declining part or all of the Plan of Care
- 7) Expect that his/her diagnosis, prognosis, past history, treatment, clinical records and other associated documents, paper or electronic, will be handled in a confidential manner per HIPAA and state regulations, whichever is more protective.
- 8) Be given a copy and expect full facility compliance with the Privacy Practices Notice
- 9) Be treated in an environment that is safe and accessible to the fullest extent of the law
- 10) Be duly and timely informed of any financial responsibilities that he/she will have as a result of rehabilitative, educational or injury prevention intervention
- 11) Request and receive an itemized statement for all services delivered, regardless of payer source
- 12) Be informed of any financial relationships that Appalachian Physical Therapy, Inc. has with any payers, referrers, other referring healthcare entities/practitioners and/or vendors
- 13) Be given a copy of these rights, upon request, and minimally be assured that Appalachian Physical Therapy, Inc., as a measure of commitment, will maintain a posted copy of the "Patient Rights" in a prominent public access place within the facility

### **Each Patient/Client has the Responsibility to:**

- 1) Give complete, accurate and timely medical, personal demographic and payer information to Appalachian Physical Therapy, Inc.
- 2) Comply with the rehabilitative Plan of Care (in a collaborative decision-making manner) 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
- 3) 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
- 4) Adhere to obvious conduct guidelines while at Appalachian Physical Therapy, Inc., including, but not limited to, courteous interaction with staff, other patients/clients and visitors, conscientious personal hygiene and modesty and respect for treatment and clinical record confidentiality for self and others
- 5) Provide objective complaint notification to the HIPAA Officer or her designee as well as the Licensing Board(s), if indicated.