



## PATIENT'S BILL OF RIGHTS

1. The patient has a right to considerate and respectful care.
2. The patient has the right to obtain from his/her physical therapist complete and current information concerning his/her physical therapy diagnosis, treatment and prognosis in terms the patient can be reasonably expected to understand. The patient has the right to know, by name, the physical therapist responsible for coordinating his/her care.
3. The patient has the right to receive from his/her physical therapist information necessary to give informed consent prior to the start of any procedure and/or treatment.
4. The patient has the right to refuse treatment and to be informed of the medical consequences of his/her actions.
5. The patient has the right to every consideration of his/her privacy concerning his/her own medical care program. Case discussion, consultation, examination, and treatment are **confidential** and should be conducted discreetly. Those not directly involved in his/her care must have the permission of the patient to be present.
6. The patient has the right to expect that all communications and records pertaining to his/her care should be treated as **confidential**.
7. The patient has the right to expect that within its capacity the clinic must make reasonable response to the request of a patient for services. The clinic must provide evaluation, service and/or referral as indicated by the urgency of the case.
8. The patient has the right to obtain information as to any relationship of the clinic to other healthcare and educational institutions insofar as his/her care is concerned.
9. The patient has the right to be advised if the clinic proposes to engage in or perform human experimentation or research affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects.
10. The patient has the right to expect reasonable continuity of care. He/she has the right to know in advance what appointment times and physical therapists are available. The patient has the right to expect that he/she is informed of his/her physical therapist or delegate of the physical therapist of the patient's continuing health care requirements following discharge.
11. The patient has the right to examine and receive an explanation of his/her bill regardless of source of payment.
12. The patient has the right to know what clinic rules, regulations, policies and procedures apply to his/her conduct as a patient.