

# Patient Rights and Responsibilities Statement

It is the practice and commitment of all employees and agents of Confluent Health to respect and ensure the legal, ethical, moral and privacy rights of the patients and clients it serves. We do so by following the law, acting honorably, and having respect for our patients, our communities, and our colleagues. Confluent Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

## **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 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 Notice of Privacy Practices.
9. Be treated in an environment that is safe and accessible in compliance with appropriate federal and state regulations.
10. Be duly and timely informed of any financial responsibilities that he/she will have because of rehabilitative, educational or injury prevention intervention.
11. Request and receive an itemized statement for all services delivered, regardless of payor source.
12. Be informed of any financial relationships that Confluent Health has with any payors, referrers, other referring healthcare entities/practitioners and/or vendors.
13. Have access to an interpreter if required.

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

1. Give complete, accurate and timely medical, personal demographic and payor information.
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 any facility, 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 therapist, the Clinic Director, and/ or the Compliance Department.