

PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights:

We consider you a partner in your hospital care. When you are well informed, participate in treatment decisions, and communicate openly with your therapist, you help make your care as effective as possible. The Rehabilitation Center encourages respect for the personal preferences and values of each individual. While you are a patient of The Rehabilitation Center, your rights include the following:

- You have the right to considerate and respectful care.
- You have the right to be well informed about your diagnosis, possible treatment options, and likely outcome and to discuss this information with your therapist.
- You have the right to consent to or to refuse a treatment.
- You have the right to know the names and roles of the people treating you.
- You have the right to have an advance directive. If you have a written advance directive, you should provide a copy to the receptionist. In some cases, a signed original must be provided. Please check with the Office Manager if you have any questions concerning your advance directive.
- You have the right to privacy. The Rehabilitation Center, your therapist, and others caring for you will protect your privacy as much as possible.
- You have the right to expect that treatment records are confidential unless you have given permission to release information or reporting is required or permitted by law.
- You have the right to review your medical records and to have the format explained, except when restricted by law.
- You have the right to expect that The Rehabilitation Center will give you necessary health services to the best of its ability.

Patient Responsibilities:

You also have responsibilities as a patient. You are an important member of this healthcare team and we encourage your full participation as we embark on your rehabilitation course. While you are a patient of The Rehabilitation Center, you, your family and/or representative will be expected to:

- Provide information about your health, including past illnesses, hospital stays, and use of medicine.
- Be responsible for asking questions when you do not understand information or instructions.
- Tell your therapist if you believe you cannot follow through with your treatment or home program.
- Keep your appointments and understand our cancellation policy.
- Understand your health insurance policy as it relates to the provision of outpatient therapy services. You are responsible for providing information for insurance, understanding our financial policy as it applies to outpatient hospital charges and for working with the hospital to arrange payment, when needed.
- Be considerate of the needs of other patients, The Rehabilitation Center staff, and the policies of The Rehabilitation Center and Watauga Medical Center.