

Patient Bill of Rights

Information

You have the right to receive accurate and easily understood information about your plan of care, rehabilitation professionals, and physical therapy facilities. If you have any difficulty interpreting any information provided due to language barriers, cognitive impairments, physical impairments, or any other challenges, reasonable accommodations will be provided to assure that you can make informed decisions regarding all aspects of your care.

Confidentiality

You have the right to talk in confidence with your physical therapist and to have your health care information protected. You also have the right to review and copy your own medical record and request that your therapist amend your record if it is not accurate, relevant, or complete. You have the right to expect that all communication and records pertaining to your medical care is treated as confidential.

Choice

You have the right to a choice of therapist that is sufficient to provide you with access to appropriate high-quality health care. You have the right to choose which clinic you believe will provide the best physical therapy care, regardless of where your referring provider recommended. You have the right to refuse any recommended services.

Participation

You have the right to know all your treatment options and to participate in decisions about your care. Parents, guardians, family members, or other individuals that you designate can represent you if you cannot make your own decisions.

Respect

You have the right to considerate and respectful care given by competent personnel. You have the right to physical therapy services without discrimination based upon race, color, religion, sex, sexual preference, or national origin.

Access

If you have a sudden illness, become severely injured, or are in severe pain that convinces you that your health is in serious jeopardy, you have the right to receive emergency screening and stabilization services, as well as the expectation that appropriate emergency personnel will be contacted as needed, without prior authorization or financial penalty.

Complaints and Appeals

You have the right to a fair, fast, and objective review of any complaint you have against your plan of care, therapists, administrative staff, other health care personnel, treatment, or experience at Orthopaedics Plus. This includes complaints about waiting times, operating hours, the conduct of health care personnel, discrimination, and the adequacy of physical therapy facilities. Information regarding the practice's initiation, review, and resolution of patient/client complaints can be obtained from Linda Schnare via email at admin@orthopaedicsplus.com.

Consumer Responsibilities

- Be an active participant in your health care decisions.
- Work collaboratively with your therapist in developing and carrying out agreed-upon treatment plans.
- Disclose relevant information of your condition for which you are seeking treatment.
- Communicate with your therapist regarding your rehabilitation goals, desires, and needs.
- Use the company's internal complaint/appeal process to address concerns that may arise.
- Take all possible precautions to prevent the spread of communicable disease.
- Recognize the risks and limits of the science of medical care and the human fallibility of the therapist.
- Be aware of the therapist's need to be reasonably efficient and equitable in providing care to others.
- Show respect for other patients, rehabilitation professionals, and administrative professionals.
- Abide by administrative and operational procedures of your health insurance and Orthopaedics Plus.
- Know your health insurance plan coverage including all covered benefits, limitations and exclusions, rules regarding use of information, and the process to appeal coverage decisions.