

# Patient Rights and Responsibilities

As a patient at Outer Banks Physical Therapy, you have the right to

- Considerate and respectful care
- Know the name of the physical therapist responsible for coordinating your care and the names of others involved in your care
- Obtain from your physical therapist complete current information, in layman's terms, concerning your diagnosis, treatment and prognosis.
- Receive from your physical therapist information to give informed consent prior to the start of any procedure and/or treatment.
- Comfort, including information about pain and access to staff who are committed to pain relief and who believe your complaints. You are entitled to a quick response to your complaints.
- Refuse treatment to the extent permitted by law and to be informed by the medical consequences of your action.
- Every consideration of your privacy concerning your own medical care program. Case discussions, consultations, examinations and treatments are confidential and should be conducted discreetly. Those not directly involved in your care must have your permission to be present.
- Expect that all communications and records pertaining to your case should be treated as confidential.
- Obtain information about the relationship of this clinic to other health care and educational institutions insofar as your care is concerned.

- Obtain information about the existence of any professional relationships among individuals, by name, which are treating you.
- Expect reasonable continuity of care. You have the right to know in advance what appointment times and physical therapists are available and where.
- Examine and receive an explanation of your bill regardless of source of payment
- Know what clinic rules and regulations apply to your conduct as a patient.

As a patient at Outer Banks Physical Therapy you are responsible for

- Providing, to the best of your knowledge accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
- Reporting unexpected changes in your condition to the physical therapist.
- Reporting whether you clearly understand the plan of care and what is expected of you.
- Following the treatment plan recommended by the physical therapist primarily responsible for your care.
- Keeping appointments and, when you are unable to do so for any reason, notifying the physical therapist or clinic within 24 hours of your appointment.
- Your actions if you refuse treatment or do not follow the physical therapist's instructions.
- Assuring that the financial obligations of your healthcare are fulfilled as promptly as possible.