



ACCESS TO, ADMISSION TO, AND PATIENT/CLIENT RIGHTS WITHIN PHYSICAL THERAPY SERVICES HOD P06-03-16-13 [Amended HOD 06-93-16-22; HOD 06-86-12-26] [Position]

In providing physical therapy services, the physical therapist is accountable first and foremost to the individual receiving physical therapy. The physical therapist is also accountable for abiding by professional standards and ethics and the laws governing the practice of physical therapy in the jurisdiction where the service is rendered.

The physical therapist shall ensure services regardless of race, creed, color, gender, age, national or ethnic origin, sexual orientation, disability, or health status. The physical therapist respects the rights of individuals referred or admitted to the physical therapy service. The individual referred or admitted to the physical therapy service has rights which include but are not limited to:

1. Selection of a physical therapist of one's own choosing to the extent that it is reasonable and possible.
2. Access to information regarding practice policies and charges for services.
3. Knowledge of the identity of the physical therapist and other personnel providing or participating in the program of care.
4. Expectation that the referral source has no financial involvement in the service. If that is not the case, knowledge of the extent of any financial involvement in the service by the referring source.
5. Involvement in the development of anticipated goals and expected outcomes, and the selection of interventions.
6. Knowledge of any substantial risks of the recommended examination and intervention.
7. Participation in decisions involving the physical therapy plan of care to the extent reasonable and possible.
8. Access to information concerning his or her condition.
9. Expectation that any discussion or consultation involving the case will be conducted discreetly and that all communications and other records pertaining to the care, including the sources of payment for treatment, will be treated as confidential.
10. Expectation of safety in the provision of services and safety in regard to the equipment and physical environment.
11. Timely information about impending discharge and continuing care requirements.
12. Refusal of physical therapy services.
13. Information regarding the practice's mechanism for the initiation, review, and resolution of patient/client complaints.

Relationship to Vision 2020: Professionalism; (Payment Policy & Advocacy Department, ext 8511)

[Document updated: 12/14/2009]

Explanation of Reference Numbers:

BOD P00-00-00-00 stands for Board of Directors/month/year/page/vote in the Board of Directors Minutes; the "P" indicates that it is a position (see below). For example, BOD P11-97-06-18 means that this position can be found in the November 1997 Board of Directors minutes on Page 6 and that it was Vote 18.

P: Position | S: Standard | G: Guideline | Y: Policy | R: Procedure