

## PATIENT SERVICES, RIGHTS, AND RESPONSIBILIY

Welcome to Our Eastern Ct Rehabilitation Centers (aka ECRC) We know you have a choice of therapy providers, and we appreciate you choosing us!

Our contact information is:

Lisbon	Dayville/Killingly
2 B Lee Road Lisbon, CT 06351	165 Hartford Pike Dayville, CT 06241
phone number: 860-376-2564	phone number: 860-779-0150
<i>Website: <a href="http://www.ecrc-pt.com">www.ecrc-pt.com</a></i>	
Our Patient Services Hours:	
Monday 7:30a-5pm Tuesday 7:30a-6pm Wednesday 7:30a-5pm Thursday 7:30a-6pm Friday 7:30a-3:00pm	Monday 8:00a-5p Tuesday 8:00a-5p Wednesday 8:00a-5p Thursday 8:00a-5p Friday 8:00a-5p
Hours are subject to change*	

As a qualified team of professionals, we promote and provide excellence in rehabilitation and skilled maintenance services through our commitment to patients' rights, advanced education, and professional ethics.

We believe that our services are optimized when we work as a team with our patients/clients, his/her caregivers, families, and professional colleagues. We demonstrate social responsibility by providing services in a cost-effective and proficient manner.

We make every effort to see our patients on a timely basis as we value their time and business or personal obligations. Our patients assist us in achieving this objective by arriving promptly for scheduled appointments.

Cancellations—Please call within twenty-four hours of your scheduled appointment if you need to cancel or reschedule. Should you fail to cancel your appointment as noted above, we will charge you a cancellation fee as allowed by law. Consistent cancellations or no-shows may result in termination of services.

Late Arrivals—Will be seen as the therapist's schedule permits. Please understand that you may not receive all or any of your treatment if you arrive late.

Early Arrivals—Will be seen as the therapist's schedule permits. The therapists are obligated to other appointments, so you may be required to wait until your scheduled time.

Rescheduling Appointments—Please consult our front desk to approve future appointments.

Goods & Supplies---It is infrequent that health care plans pay for goods and supplies, but feel free to inquire about coverage. The facility does stock some supplies as a convenience for our patients; please note that you can shop online or at local businesses for any items we stock.

### Non-covered Services and Items

At times, services or items that could be important to your program are considered 'non-covered or non-benefit eligible services' by your health plan; should this occur, you will be advised prior to treatment administration and will be given the opportunity to choose to sign a waiver and accept personal payment responsibility, or you may choose to decline to receive the recommended service or item.

### **Each patient has the right to:**

1. Be greeted and treated with care, courtesy, and in a confidential and dignified manner.
2. Be assigned to the appropriately educated, trained, and skilled individual without regard to race, color, creed, gender, national origin, disability, religion, sex, 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 providing care will be readily available.
4. Be serviced in a facility fully compliant with federal, state, and local regulations.
5. Be given information regarding your care or potential care in a timely manner and in a way in which you 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 allowed to participate in your care and care decisions.

7. Expect that his or her diagnosis, prognosis, past medical history, treatment, clinical records, and other associated documents, whether paper or electronic, will be handled confidentially in accordance with HIPAA and state regulations, whichever provides the greater protection.
8. Be given or offered a copy of this facility's Privacy Notice and expect compliance with the Notice per HIPAA regulations.
9. Be treated in an environment that is safe and accessible to the fullest extent of the law.
10. Be informed, in a timely manner, of financial responsibilities that you may incur as a result of therapeutic, educational, or consultation interventions.
11. Request and receive an itemized statement for all services delivered, regardless of payer source, and be provided with a Good Faith Estimate of fees for self-pay services per federal law.
12. Be informed of any financial relationships that ECRC has with any payers, referrers, other referring healthcare entities/practitioners, and vendors.
13. Be given the right and opportunity to offer objective complaints through our Grievance Policy using Non-Staff Complainants-General Patient/Client/Visitor Complaint Form COM-59.
14. Be given a copy of these rights upon registration and be assured that we will maintain a posted copy of the "Patient Rights & Responsibilities".

**Patients have responsibilities to:**

1. **Provide complete, accurate, and timely medical, personal demographic, and payer information to Eastern CT Rehabilitation Centers.**
2. Comply with the Therapy Plan of Care (in a collaborative decision-making manner) to the best of his/her ability. This includes, but is not limited to, following home programs and instructions, maintaining punctual and consistent attendance at scheduled treatment sessions, and adhering to known precautions and limitations.
3. Advise the therapist when treatment goals or interventions require modification secondary to external complicating factors, including but not

limited to physical or mental health issues, family, work, or religious conflicts or commitments.

4. Adhere to standards of conduct while at ECRC including, but not limited to, engaging in courteous and well-mannered interaction with the staff and other patients/clients and visitors; does not use profanity, obscene gestures, racial slurs, hate speech, nor engage in physical or verbal threats, intimidation, or assault behavior; exhibit appropriate personal hygiene, sanitation, and modesty, and observe treatment and clinical record privacy and confidentiality for themselves and others.

If you have any questions or concerns, please ask to speak to the Operations Manager, Kristi Hachey.