Patient Rights and Responsibilities / Informed Consent

1) You have the right to privacy concerning your medical records, interviews, examinations, treatment, and source of payment, except as provided by law or third-party payer contract.

- We at Ressler Rehabilitation LLC offer impartial access to treatment, regardless of a patient’s race, sex, nationality, religion or source of payment.
- Except as noted above, Ressler Rehabilitation LLC keeps all of your records confidential, including information about the source of payment for your treatment. Only the rehab staff who are caring for you or monitoring the quality of your care may read your medical records. Others may read your medical records only with your written authorization or that of your legally authorized representative.
- The rehab staff will conduct your interviews and medical examination privately and discuss your care with you in private. Anyone not directly involved in your care may be present only with your permission.
- You may have a person of your own sex present during certain examinations and treatments that are performed by a health professional of the opposite sex. If a treatment or procedure requires that you undress, you do not have to remain undressed any longer than necessary for the procedure.

2) You have the right to be informed about your diagnosis, health status, treatment, healthcare team and financial matters.

- Your physical therapist or the health professional responsible for your care will explain your diagnosis to the degree known, your treatment (including the possibility of risk), and expected outcome of your treatment. We will make every effort to present this information in a way you can understand, and encourage you to ask questions about anything that is not clear. If it is not medically advisable to give you the information directly, this information will be made available to an appropriate person on your behalf.
- You will be informed about any experimental or research projects that affect your care. You may refuse to take part in training, research, and experimental programs or treatments. You may ask for the name and professional status of your therapists and other members of your healthcare team. You may ask whether other healthcare organizations or educational institutions are involved in your care.
- You have the right to know who is responsible for authorizing treatment and performing any procedures required for your medical care.
- You may obtain an itemized bill of your rehab services, regardless of the source of payment or your care. The rehab staff is available to answer your questions about billing and insurance. Your physical therapist can help you get in touch with the right department to answer your billing questions, or you may call the billing compliance officer for assistance.
- Ressler Rehabilitation LLC provides language interpretation for patients who do not speak, hear or understand the spoken language. Interpreters are available 24 hours a day, either in person or by telephone. Ask for details if interested.

3) You have the right to participate in decisions regarding your healthcare.
You are encouraged to ask questions about your healthcare and treatment.

- You may at any time consult with a specialist other than Ressler Rehabilitation in order to obtain a second opinion regarding treatment.
- Any proposed treatment or procedure will be explained by your therapist. You may participate in the decision making process.
- You have the right to receive the information necessary to give your informed consent before the start of certain procedures and/or treatments. This information should include the name of the treatment or procedure, its nature, purpose, and risk, as well as whether there are any alternatives to the procedure or treatment.
- To the extent permitted by law, you may refuse a treatment or procedure, according to your own personal values and goals. However, you are responsible for your actions if you refuse treatment or decide not to follow a medical professional’s instructions. As a result, your relationship with Ressler Rehabilitation LLC may be terminated after reasonable notice.

4) You have the right to voice a complaint concerning the facility, staff, or your treatment without your care being adversely affected.

- If we fail to meet your expectations in any way, please let us know. If there is a problem, we sincerely want to correct it. Voicing your concern will never adversely affect the care you receive.
- To present a complaint, please speak without delay to any member of Ressler Rehabilitation. The sooner we learn about a problem, the easier it will be to resolve.
- You may file a complaint with state or regulatory agencies by contacting the Texas Department of Health at 1-888-973-0022 or by writing to same at 1100 West 49th Street, Austin, Texas 78756-3199. To learn more about the complaint-handling process, ask any staff of Ressler Rehabilitation LLC.

Your Responsibilities as a Patient:

Ressler Rehabilitation LLC’s goal is to offer you quality healthcare while making your rehabilitation stay as comfortable as possible. Please help us care for you in the following ways:

- Be aware of the facility’s policies and follow its rules. Help the staff control smoking, noise, and the number of visitors in the waiting room. Please respect both facility property and the property of other patients.
- Give us complete, accurate information about your present illness, your medications, your medical history, and other facts about you health.
- Report any changes in your condition to your therapist or another member of your healthcare team.
- Tell your therapist whether or not you clearly understand a proposed course of action and what is expected of you.
- Follow the instructions and treatment plans you receive from your therapist and other members of your healthcare team.
- Notify the facility or your therapist if you are unable to keep an appointment.
- Failure to give notice 12 hrs prior to missed appointment may result in a charge. This charge will likely not be paid by your insurance and you will be responsible for the payment.
- Take care of your financial responsibilities as promptly as possible.