

RIGHTS AND RESPONSIBILITIES OF PERSONS SERVED

Recognizing your right to quality care, we believe that our mutual respect for rights and responsibilities will contribute to an improved outcome and greater satisfaction with your care.

RIGHTS OF PERSONS SERVED IN PEDIATRIC AND ADULT MEDICAL REHABILITATION PROGRAMS

As a patient or family member, you can expect:

- ACCESS:**
- Ability KC will make reasonable response, within our capacity, to your requests for services.
 - Access to scheduled services regardless of race, color, age, creed, religion, culture, national origin, physical or mental disability, sexual orientation, or the nature or source of payment for your care. Ability KC will make every effort, within the bounds of the rights of others, to be sensitive to your and your family's religious and cultural beliefs.
 - Availability of interpretive services or assistive devices.
- RESPECT:**
- Considerate, respectful and humane treatment, care and services.
- CONFIDENTIALITY:**
- All communications and records pertaining to your or your child's program and services at Ability KC will be treated as confidential.
- PRIVACY:**
- Every consideration of privacy concerning your or your child's program. Case discussion, consultation, examination and service provision are necessary and discussed among the treatment team for the purpose of continuity of care. Information and observations from social service and psychology personnel may be discussed in the treatment team as considered pertinent to your or your child's care and treatment goals.
- SAFETY:**
- Ability KC will seek to ensure your or your child's personal safety while you are on the premises.
 - To be free from physical, sexual, fiduciary or psychological abuse, physical or psychological neglect or physical punishment, humiliation, threats, exploitative actions (financial or otherwise) or retaliation from employees of Ability KC.
- INVOLVEMENT IN YOUR CARE:**
- To obtain from your physician, treatment team or case manager complete current information concerning your or your child's diagnosis, treatment and prognosis (to the degree known) in terms that you can be reasonably expected to understand, unless it is not advisable.
 - To receive, except in an emergency, from your physician, treatment team or case manager information necessary to give informed consent prior to the start of any procedure, treatment or scheduled program of service.
 - To appoint a surrogate to make health care decisions on your or your child's behalf to the extent permitted by law. You have the right to information regarding the need for and means for obtaining conservatorship or guardianship appropriate for assisting in decision making and management of resources.
- ACCESS TO MEDICAL RECORDS:**
- To review your or your child's medical records and receive copies of the records at a reasonable photocopying fee. At least 72 hours notice may be required before copies will be released.
 - To refuse the release of information from your medical records, understanding that if your insurance company refuses payment because of your refusal to release information, you will be responsible for payment for service.
- SELF HELP & ADVOCACY:**
- To receive information regarding access to various agencies and groups providing self help, advocacy, and legal representation.
- ISSUES AND CONCERNS:**
- To discuss your concerns, questions, and needs with the Patient Representative or other appropriate staff without fear of retaliation. Presenting a concern will not affect your ability to receive quality care.
 - You have the right to file a formal grievance without fear of punishment, retaliation, or barriers to services.
- RESPONSIBILITIES OF PERSONS SERVED**
- We recognize that the personal relationships of those we serve and our passionate, experienced staff are critical to achieving high-quality outcomes. Together, we create a therapeutic environment focusing on what is best for each individual. As part of this team, we expect you to assume the following responsibilities:
- Follow all health and safety guidelines and policies that protect patients such as mask mandates and a daily screening process. All patients must put on a new mask, provided by Ability KC, upon arrival each day.
 - If you are sick or are unable to make a scheduled appointment for services, you are responsible for calling the cancellation line prior to your appointment.
 - Provide accurate and complete information or documentation regarding your health, address, contact information, date of birth, insurance provider, and employer.
 - Provide a copy of documents supporting guardianship or custody when requested.
 - Comply with instructions and follow the rehabilitation program plan recommended by your or your child's physician and treatment team.
 - Clothing should be comfortable and appropriate for therapy. Wear sneakers and clothing that does not restrict movement. Do not wear clothing that is distracting to others. Please dress in layers as the building temperatures may fluctuate.
 - Take responsibility for actions or consequences if you refuse treatment(s).
 - Ask questions if you do not understand.
 - Be respectful to the safety of other patients by not bringing any guests who are not participating in services.
- If you bring children, we require that you supervise them at all times.**
- Respect the rights of staff members, other patients and visitors regarding noise, cell phone use, inappropriate language, etc.
 - Do not take pictures videos, or recordings of other patients or staff without permission.
 - Keep all information regarding staff or other patients private.
 - Do not bring valuables with you.
- Ability KC cannot and will not be responsible for them.**

If you have any questions regarding these rights or wish to voice a concern about a possible violation of your rights, please contact the Director of Professional Standards at 816-751-7832.

