



ABILITY^{kc}

Medical Rehab Programs Handbook

2024-2025

Welcome to Ability KC

We are pleased that you've chosen us to provide your rehabilitation services and will do our best to ensure that your time with us is productive, positive and worthwhile. Our professional staff is committed to your success and will provide the support, encouragement and education needed to help you meet your goals.

About Ability KC

Ability KC builds brighter futures for children and adults with disabilities by helping them achieve their goals. Ability KC has the reputation as the “place to go” for the most medically complex conditions, injuries and illnesses such as spinal cord injury, brain injury, stroke, amputation, cerebral palsy and other neurological disorders.

With over 75 years of experience and more than 250 medical, vocational and educational professionals on staff, we provide the most comprehensive rehabilitation services in the region. Our programs are highly individualized, goal-oriented and assist individuals at all stages in life. Whether it is achieving success at home, school or work, we have the outpatient medical services, employment programs and therapeutic preschool services in place to help build brighter futures for individuals with complex conditions, injuries and all abilities. Please visit our website AbilityKC.org for more information.

Our Privacy Practices

We are committed to protecting your health information. Our privacy practices are described in the Ability KC Notice of Privacy Practices, a booklet that explains how this obligation will be followed by all health care professionals, trainees, students, staff, volunteers and business associates of Ability KC. To download or view an electronic version of the Notice of Privacy Practice booklet, visit abilitykc.org. If you have a patient privacy concern or questions regarding patient confidentiality, please contact the Ability KC Privacy Officer at 816-751-7832.

Accessibility Policy

Please refer to individual program descriptions for information concerning the services available and specific entrance criteria. We are committed to providing a barrier-free environment and accessibility to the services you desire.

Parking

Free parking is available in our parking lot on the Main Street side of our building (address on map apps is 3010 Main Street). There is a limited number of handicapped accessible parking spots in the circle drive at the Baltimore entrance. Some curbside parking is also available along Baltimore Avenue. All parking is first-come-first-serve.

WIFI

Complimentary wireless internet access is available to patients and visitors. Choose “Ability KC Guest”. No password is needed.

Important Numbers

- **Ability KC Main Number:** 816-751-7900
- **Cancellation line:** 816-751-7701
- **Billing Questions:** 816-751-7793
- **Patient Experience Manager:** 816-751-7803

Safety Topics

All visitors, including family members, must sign in and pick up a visitor’s sticker from the reception desk at the entrances and wear it while in the building.

We appreciate the significant role your family and loved ones play in your care and the healing process. Still, for the comfort of other patients, we ask that you limit the number of people who accompany you each day.

Please do not bring children with you to scheduled activities, as staff cannot supervise them and it distracts you and others from full program participation. All children must be escorted at all times while in the building. This is for everyone’s safety.

If a family member or friend brings you each day and waits for you to finish your therapy, we ask that they wait for you in our Multipurpose room on the ground floor until your therapy is done for the day. Our small waiting areas on the first floor are for patients who are waiting to be admitted or waiting for their therapy appointment to begin.

We urge you to leave valuables and credit cards at home. Ability KC is not responsible for lost or stolen items or valuables while you are in our building or on our property.

We conduct routine safety drills which may occur during your time at our facility. Staff will instruct you on where to go and how to respond.

Smoke-Free Campus

We are committed to providing a healthy and safe environment for our patients, visitors and staff members. Ability KC is a tobacco and smoke-free campus . Use of any tobacco products is not allowed in the building or on the campus including in your car when it is on our property. The Ability KC Tobacco-Free Policy applies to all tobacco and vapor products including cigarettes, cigars, pipes, vape pens and chewing tobacco.

Patient/Family Concerns

At any time, should you or your family have any concerns or problems, please feel free to reach out to our Patient Experience Manager. They will help you work through any concerns you may have.

Service Dogs

Ability KC welcomes your service animal during your outpatient visit to our facility. However, if the service animal poses a health risk, is not housebroken, barks or growls, or is out of control, we will ask you to make other arrangements. Please clean up any mess your service dog makes.

The Treatment Process

Under the direction of the treating physician's prescription, a complete evaluation will be performed during your initial therapy sessions. The evaluations help to determine the nature and extent of your condition and identify the best treatment approach to improve function. Goals are set for the therapy program in consultation with you and your family/caregiver after the evaluations are complete. At that time, a tentative date is established for achievement of goals and discharge from the program.

Periodic treatment team meetings and family conferences are held to review progress and modify the treatment and discharge plan. Communication with your referring physician and insurance company is ongoing as appropriate throughout your rehabilitation program. Recommendations for a home program, periodic re-check, or referral to another agency may be made at the time of discharge.

Attendance Policy

Regular attendance is important in order for you to receive the full benefit of your therapy program. Please arrive on time for your appointment so that we can provide the full therapy session. If you must cancel a session, please notify us by calling the cancellation line at 816-751-7701 by the day before your appointment, but no later than 8:00 am on the day of the appointment.

It is the policy of Ability KC that frequent unannounced absences will result in an automatic discharge from therapy. You will be notified by phone or letter if this is the case. You may also be discharged from therapy for excessive absences, despite calling in, or if a change in your condition impacts on your ability to participate in the therapy program.



Feedback on Our Services

We welcome your feedback! You may receive a satisfaction survey via text or email or you may access the survey using the QR codes on the right. We would appreciate it if you would take a few minutes to complete the survey. These surveys help us ensure that we're delivering the best possible patient care.

Approximately 90 days and 1 year after your discharge from Ability KC, you will receive a follow-up call on Ability KC's behalf from a company called MedTel. They will ask you questions about how you are doing and if you are happy with the results you achieved during your program. This information is also extremely helpful so that we can provide the best possible experience for our patients.



Adult Patient Survey



Parent Survey

Our Commitment to You

Nondiscrimination Promise: It is the policy of Ability KC to provide services to all people, regardless of age, race, color, ethnicity, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or any other protected classifications identified under applicable federal, state and local laws, regulations or statutes.

Grievance Policy

You and your family members have the right to express concerns with your therapist, nurse or department manager about the care you are receiving. You may also contact our Patient Experience Manager at 816-751-7803. You are welcome to put your concerns in writing and send to the Director of Professional Standards at Ability KC, 3011 Baltimore Ave, Kansas City, MO 64108 or via email at peri.marquardt@abilitykc.org. For a copy of our Grievance Procedure, go our website at abilitykc.org.

Access to Records

All requests for copies of records will be handled by our Medical Records Department. An authorization signed by you or your authorized representative must be submitted prior to releasing records. At least 72 hours notice may be required to fulfill your request, maybe longer if records are not complete or are offsite in storage.

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. We encourage you to speak openly with your therapy team, be well informed, and take part in care decisions and treatment choices.

RIGHTS OF PERSONS SERVED As a patient, you or your designee have the right to:

Respectful and safe care:

- Be given considerate, respectful and compassionate treatment, care and services.
- Be given care in a safe environment, free from physical, sexual, or psychological abuse, physical or psychological neglect or physical punishment, humiliation, threats, exploitative actions (financial or otherwise) or retaliation from employees of Ability KC.
- Understand the reason for the use of treatment approaches including restrictive procedures. You have the right to freedom from restraint.
- Know the names and jobs of the people who care for you.
- Know when students or other trainees are involved in your care.
- Have your culture and personal values, beliefs and wishes respected.
- Discuss your concerns, questions, and needs with the patient experience manager or other staff without fear of retaliation. Presenting a concern will not affect your ability to receive quality care.
- Be treated without discrimination based on race, color, age, national origin, age, gender, sexual orientation, gender identity or expression, physical or mental disability, religion, ethnicity, language, or your ability to pay for your care.
- Be given a list of legal representation, self-help and advocacy services, when needed.
- Ask for an estimate of charges before care is provided.



Effective communication and participation in your care

- Receive information in a way you can understand. Availability of language interpretive services or assistive devices for the hearing impaired.
- Obtain from your physician, treatment team or case manager complete current information concerning your diagnosis, treatment and outcomes of care (anticipated and unanticipated) in terms that you can reasonably be expected to understand.
- Participate in the planning of your own program and/or composition of the service delivery team.
- To receive, except in an emergency, from your treatment team information necessary to give informed consent prior to the start of any procedure, treatment or scheduled program of service.
- To meet regularly with staff to talk about your program. Ask questions and get a timely response to your questions or requests.
- Involve your family in decisions about care.
- Have someone with you for support unless they interfere with your or others' rights or safety.

Informed Consent

- Give permission (informed consent) before any non-emergency care is provided including risks and benefits of your treatment, alternatives to that treatment, and risks and benefits of those alternatives. You may refuse care.
- To choose to or refuse to participate in research projects. Staff of Ability KC will adhere to research guidelines and ethics involving research projects.
- Agree or refuse to allow photos or videos for purposes other than your care.

Your medical records:

- To review your medical records and receive copies of the records at a reasonable copy fee.
- 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 your services.

Privacy and confidentiality

- Have privacy and confidential treatment and communication about your care.
- Be given access to a copy of the HIPAA Notice of Privacy Practices.

Complaints and grievances

- You have the right to complain and have your complaint reviewed without affecting your care. If you have a complaint, you may talk to the patient experience manager or social worker.
- You have the right to file a formal grievance without fear of punishment, retaliation, or barriers to services, and to expect that your grievance will be investigated and resolved to the best of our ability.
- Know that we will conduct investigations and resolution of alleged infringement of your rights.

RESPONSIBILITIES OF THE PERSON SERVED

We recognize that the personal relationships between the patient, therapists, nurses and other staff are important for the best medical care. They are part of your healthcare team. As part of this team, we expect you to assume the following responsibilities:

You have the responsibility to:

- Provide to the best of your knowledge accurate and complete information about your health, address, telephone number, date of birth, insurance carrier and employer.
- Assist in the development of your or your child's rehabilitation program.
- Call our cancellation line if you cannot keep an appointment (816-751-7701).
- 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. Take responsibility for actions or consequences if you refuse treatment(s).
- Ask questions if you do not understand something.
- Be alert to the safety of other patients who maneuver through the hallways by not bringing children who are not receiving therapy services with you. If you bring children with you, we require that you supervise them at all times.
- Clothing should be comfortable and appropriate for therapy. Wear sneakers each day and clothing that doesn't restrict movement. We recommend that you dress in layers because parts of the building tend to get very cool or warm.
- Respect the rights of staff members, other patients and visitors regarding noise, cell phone use, inappropriate language, etc.
- Do not bring valuables with you. ABILITY KC CANNOT AND WILL NOT BE RESPONSIBLE FOR YOUR VALUABLES.
- Keep all information about Ability KC staff or other patients private.
- Do not take pictures, videos or recordings without prior arrangement and permission.
- Pay your bills or work with us to find funding to meet your financial obligations.

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





OUR MISSION

To build brighter futures for children and adults with disabilities by providing therapeutic, educational, and vocational services.

We achieve this by providing excellent, results-driven services and maintaining a highly trained, effective professional staff dedicated to serving individuals with disabilities. Our programs reflect a respectful, compassionate commitment to the individuals we serve, as well as their families and support providers. We offer educational and treatment environments tailored to meet the unique needs of each client throughout their continuum of care. Additionally, we celebrate the successes of those we serve by delivering clear and concise communication about the impact and outcomes of our programs, all while ensuring financial viability.

3011 Baltimore Avenue
Kansas City, MO 64108
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www.abilitykc.org

