



P: 512 - 709 - 9420 F: 512 - 535 - 6786  
www.growingplacetherapy.com

## PATIENT RIGHTS AND RESPONSIBILITIES

Patients have both rights and responsibilities when it comes to their health and the health care services they receive. Parents assume these rights for their children. All Patients receiving care and treatment through Growing Places Therapy Services, PLLC and its contracted parties will be informed of their rights and responsibilities. Copies of patient rights and responsibilities will be provided upon initial assessment of each patient, and can also be obtained at any time by you or your child is being treated through your/your child's therapist. All staff associated or contracted with Growing Places Therapy Services, PLLC will receive education during orientation and annually thereafter explaining patient rights and responsibilities, their role in supporting those rights, and ethical issues.

The following list of patient rights and responsibilities have been set forth to facilitate mutual cooperation, effective communication, effective therapeutic intervention, and a trusting relationship for all staff and for all patients while receiving services through Growing Places Therapy Services, PLLC.

### Definitions:

- Patient refers to the individual receiving services, a parental representative or a legal guardian if the patient is under the age of 16, or is an adult unable to understand rights and responsibilities.
- Service Provider will be used to indicate Growing Places Therapy Services, PLLC or its contracted parties
- Setting may refer to the patient's home, daycare, Head Start Center, or parent/patient choice of location where services may be rendered
- Service pertains to the collection of information, verbal contact/consultation, and delivery of therapeutic intervention as prescribed by your physician

Growing Places Therapy Services, PLLC has adopted the general responsibilities of The Consumer Bill of Rights as sponsored by the Federal government.

### ***Patients' Bill of Rights***

#### ***I. Information Disclosure***

You have the right to receive accurate and easily understood information about your health plan, health care professionals, and health care facilities. If you speak another language, have a physical or mental disability, or just don't understand something, assistance will be provided so you can make informed health care decisions.

#### ***II. Choice of Providers and Plans***

You have the right to a choice of health care providers that is sufficient to provide you with access to appropriate high-quality health care.

#### ***III. Access to Emergency Services***

If you have severe pain, an injury, or sudden illness that convinces you that your health is in serious jeopardy, you have the right to receive screening and stabilization emergency services whenever and wherever needed, without prior authorization or financial penalty.

#### ***IV. Participation in Treatment Decisions***

You have the right to know all your treatment options and to participate in decisions about your care. Parents, guardians, family members, or other individuals that you designate can represent you if you cannot make your own decisions.

### ***V. Respect and Nondiscrimination***

You have a right to considerate, respectful and nondiscriminatory care from your doctors, health plan representatives, and other health care providers.

### ***VI. Confidentiality of Health Information***

You have the right to talk in confidence with health care providers and to have your health care information protected. You also have the right to review and copy your own medical record and request that your physician amend your record if it is not accurate, relevant, or complete.

### ***VII. Complaints and Appeals***

You have the right to a fair, fast, and objective review of any complaint you have against your health plan, doctors, hospitals or other health care personnel. This includes complaints about waiting times, operating hours, the conduct of health care personnel, and the adequacy of health care facilities.

In addition to following the Consumer Bill of Rights Growing Places Therapy Services, PLLC also employs the following list of Patient Responsibilities to further insure mutual cooperation, effective communication, effective therapeutic intervention, and a trusting relationship for all staff and for all patients while receiving services through Growing Places Therapy Services, PLLC.

### **Patient Responsibilities**

All persons receiving treatment through Growing Places Therapy Services, PLLC have the responsibility to:

1. Participate in the development of treatment plans and to collaborate with staff in working towards rehabilitation goals.
2. Show respect for the rights of other patients and staff.
3. Abide by the rules and expectations of the centre.
4. Not use non prescribed drugs or alcohol.
5. Not distribute or sell drugs or alcohol.
6. Not be in possession of dangerous weapons.
7. Co-operate by providing information on past illnesses, hospitalizations, medications or other matters relating to their condition.
8. Seek information and ask questions essential to making decisions regarding their care.
9. Respect the property of other patients, staff and the hospital. They may be held liable for any loss or damages incurred.
10. Be courteous to include insuring your child or other children present do not misbehave and show respect to staff, materials, and procedures.
11. Be responsible for their personal hygiene and belongings to the extent that their disability allows.
12. Keep scheduled appointments or notify the appropriate personnel when unable to do so.

Lastly, Growing Places Therapy Services, PLLC applies responsibilities to its contracted parties to insure mutual cooperation, effective communication, effective therapeutic intervention, and a trusting relationship for all staff and for all patients while receiving services through Growing Places Therapy Services, PLLC.

### **Responsibilities of Service Provider**

1. The service provider will ascertain that the patient knows and demonstrates understanding of their responsibilities as a patient by providing instruction and information in the patient's primary language either through verbal or written communication and employing the services of an interpreter when required.
2. A planned approach will be coordinated with the service provider and the patient/family to encourage appropriate patient behavior to facilitate service delivery and progress towards goals.
3. The service provider will issue a verbal warning for the first violation of rules and regulations to adolescent patients, the parent of younger patients or the legal guardian of younger patients. This verbal warning will be issued by the primary service provider when and if the service provider is undergoing needed supervision to fulfill regulations for discipline specific licensure as required by the State of Texas.
4. For repeated violations, the service provider will set a discharge date for the patient that will ensure adequate notice or time for corrective action to occur. The primary physician will be notified by the service provider at the time of discharge. In this situation that pertains to infants, children, or adolescent patients the parents or legal guardians will be given all due consideration, explanation, and legal consents as representatives of these patients. This shall include all situations where conflicts occur and mediation is necessary. Consideration shall be given to include the adolescent in decisions where his or her level of understanding is deemed appropriate.