



POLICIES AND PROCEDURES

As a patient, you have a choice in the care you receive and we are happy that you've chosen us! You are more than a patient to us – you are part of the ReQuest Family. Our primary goal is to provide exceptional care while maintaining an excellent relationship with you and your physician. We work hard to ensure a respectful working environment for patients and staff alike.

TREATMENT EXPECTATIONS

Your treatment will be a collaborative effort. We utilize a team-based approach which includes a primary therapist as well as licensed physical therapy assistants, licensed massage therapists, exercise specialists, and student interns. Your primary therapist will oversee your treatment and will work with you and your physician to determine your plan of care.

We cannot schedule appointments past the plan of care certified by your physician. If we are unable to obtain the documentation necessary to continue your treatment, you may need to return to your physician.

Minors are not allowed in the clinic space unless they are a patient.

PRIVACY POLICY

Our clinic is an open gym-type setting which means that your treatment may take place in an open environment. We strive to respect your privacy rights and expect you to be respectful of other patients and staff. Your therapy can be terminated due to non-compliance or neglect of these policies. If at any point you feel uncomfortable during your treatment, please notify our staff immediately.

There is a Notice of Privacy Practices flier available at the front desk.

If you provide an email to us, we may use it for internal marketing. You can opt out of these emails at any time.

I acknowledge the above policies and procedures. I have received a copy of the Patient Bill of Rights as outlined on the back of this form.

Patient Signature

Date

Patient Care Coordinator Signature

Date

PATIENT BILL OF RIGHTS

A patient has the right to every consideration of their privacy concerning their own medical care program. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted discreetly.

A patient has the right to expect that all communication and records pertaining to his medical care should be treated as confidential except as otherwise provided by law.

The patient has the right to expect emergency procedures to be implemented without unnecessary delay.

The patient has the right to good quality care and high professional standards that are continually maintained and reviewed.

The patient has the right to full information in layman's terms concerning diagnosis, treatment and prognosis, including information about alternative treatments and possible complications. When it is not medically advisable to give such information to the patient, the information shall be given on his behalf to the patient's next of kin or to another appropriate person.

A patient has the right to physical therapy services without discrimination based upon race, color, religion, sex, sexual preference or national origin.

The patient who does not speak English is permitted to bring an interpreter to his/her therapy sessions.

The facility shall provide the patient, upon written request, access to all information contained in his medical records.

The patient has the right to expect good management techniques to be implemented within the facility out of consideration for the use of the patient's time and to avoid the personal discomfort of the patient.

The patient has the right to examine and receive detailed explanations of his bill.

