

As a patient of Phoenix Physical Therapy, you have the right to:

1. Receive respectful and compassionate care regardless of race, creed, gender, sexual orientation, national origin, or health status in a safe environment.
2. Be knowledgeable of the members and roles of your healthcare team.
3. Receive treatment by qualified personnel possessing the level of skill needed for the required care.
4. Receive information concerning your diagnosis, treatment and prognosis that is accurate and easy to understand.
5. Be involved in the planning of care regarding treatment interventions and goals.
6. Receive reasonable communications regarding treatment progress, changes to the treatment plan, and discharge plans.
7. Have the right to expect that all communication and records pertaining to your medical information should be treated as confidential as outlined in the Notice of Privacy Practices.
8. Reasonable continuity of care with minimal interruption.
9. Receive treatment interventions that are safe and specific to your needs.
10. Refuse care in general, or specific treatment interventions, at any point during your treatment and be informed of the associated consequences.
11. Receive communication in a language or manner in which you can understand. This includes communication assistance, such as sign language and foreign language interpreters, as well as vision, speech and hearing assistance at no charge to you.
12. Expect emergency procedures to be implemented without unnecessary delay when required.
13. Receive a prompt and comprehensive response to billing inquiries or general concerns regarding the quality of care.
14. Report problems or complaints about the care received.