

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

ZK Outpatient Rehabilitation Center staff recognizes you have rights while receiving medical care. In return, you have responsibilities for certain behavior as the patient. These rights and responsibilities include:

A PATIENT HAS THE RIGHT TO:

- Be treated with courtesy and respect, with an appreciation of his/her individual dignity, and with the protection of the patient's need for privacy in a safe setting.
- Be free of all forms of abuse and harassment.
- A prompt and reasonable response to questions and requests.
- Know who provides medical services and is responsible for the patient's care.
- Know what patient support services are available, including whether an interpreter is available if the patient does not speak English.
- Know what rules and regulations apply to the patient's conduct.
- Be given by the patient's health care provider information concerning diagnosis, a planned course of treatment, alternatives, risks, and prognosis.
- Refuse treatment except as otherwise provided by law.
- Be given, upon request, full information, and necessary counseling on the availability of known financial resources for the patient's care.
- Know whether the health care provider or health care facility accepts the Medicare assignment rate upon request and in advance of treatment.
- Receive, upon request, before treatment, a reasonable estimate of charges for medical care.
- Receive a copy of a reasonably clear and understandable itemized bill and, upon request, have charges explained.
- Impartial access to medical treatment or accommodations, regardless of race, sex, national origin, religion, physical disability, or payment source, without reprisal.
- Treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- Know if medical treatment is for experimental research purposes and to consent or refuse to participate in such experimental research.
- Express concerns regarding any violation of patient rights.
- Voice grievances regarding treatment or care that is (or fails to be) provided.
- Have the right to change specialty physicians if other qualified specialty physicians are available.

A PATIENT IS RESPONSIBLE FOR THE FOLLOWING:

- Providing to their health care provider, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to the patient's health.
- Reporting to the health care provider whether the patient comprehends the contemplated course of action and what is expected of the patient.
- Following the treatment plan recommended by the patient's health care provider.
- Keeping appointments.
- Their actions if they refuse treatment or do not follow the health care provider's instructions.
- Assuring that the patient's health care financial obligations are fulfilled as promptly as possible.
- Following healthcare facility rules and regulations affecting patient care and conduct.
- Being respectful of all the health care professionals and staff, as well as other patients.

COMPLAINTS:

Please let us know if you have questions or concerns about your rights or responsibilities. We assure you that we provide excellent service, including answering your questions and responding to your concerns. If we do not answer your questions, contact The Nevada Division of Public Health at (702) 486-6515 or the Nevada Physical Therapy Board of Examiners at (702) 876-5535.

If you are covered by Medicare, you may contact the Medicare Ombudsman at: 1-800-Medicare (1-800-633-4227) or online at www.Medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman.html.