

PATIENT RESPONSIBILITIES

You are responsible for:

- Providing your therapist complete and accurate health and insurance information.
- Requesting additional information when you do not understand.
- Informing your therapist if you anticipate problems complying with the treatment plan.
- Following provider rules and regulations, including timely notification of cancellation.
 - **24 hour cancellation notice is appreciated.**
- Demonstrating respect and consideration for other patients and facility staff.
- Participating in the development and implementation of your plan of care.
- Notifying your therapist of any changes in your condition.

- *Patients who smoke:* Kindly refrain from smoking for one hour prior to your scheduled appointment. Please ask if you have any questions regarding this.

THERAPIST RESPONSIBILITIES

You have the right to:

- Be respected by all personnel throughout your care.
- Have access to information regarding practice policies, PTWA Standards of Care, and charges for services.
- Expect that your physical therapist will provide evaluation, treatment, and preventative care in accordance with the laws and regulations of Washington State; understanding that treatment does not imply a guarantee of results.
- Participate in decisions involving the physical therapy plan of care.
- Know the physical therapy goals, desired outcomes, and procedures which are being rendered throughout your treatment.
- Have access to your medical record.
- Consideration of privacy.
- Expect that written permission will be obtained before medical records are disclosed to parties not participating in your care (except insurance companies) and that all communications and records pertaining to your care will be treated as confidential by the therapist except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law.
- Expect safe provision of services.
- Receive timely information about impending discharge and continuing care.
- Refuse physical therapy services at any time.