

# THE T.E.A.M. APPROACH, INC.

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## CLIENT RIGHTS AND RESPONSIBILITIES

1. Access to Care—Individuals shall be accorded impartial access to treatment or accommodations as to their requests and needs for treatment or service that are within the clinic's capacity, availability, stated mission and applicable law and regulation, regardless of race, creed, sex, national origin, religion, disability or source of payment of care.
2. Respect and Dignity—Every individual, whether adult, adolescent, child or newborn, has the right to considerate, respectful care at all times and under all circumstances, with recognition of their personal dignity, and psychosocial, spiritual and cultural variables that influence their perceptions of illness.
3. Privacy and Confidentiality—The client (or his/her parent or legal designated representative) has the right within the law, to personal and informational privacy, as manifested by the right to:
  - a. Receive appropriate treatment in the least restrictive setting available.
  - b. Refuse to talk with or see anyone not officially connected with the clinic, including visitors, or persons officially connected with the clinic but not directly involved in his/her care.
  - c. Wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
  - d. Be interviewed and examined in surroundings designed to ensure reasonable audiovisual privacy this includes the right to have a person of one's own sex present during certain parts of a physical examination, treatment or procedure performed by a health professional of the opposite sex and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which the client was asked to disrobe.
  - e. Expect that any discussion or consultation involving the client's case, whether adult, adolescent, child or newborn, will be conducted discreetly and that individuals not directly involved in their care will not be present without his permission.
  - f. Have the right to review his medical records and have the information explained, except when restricted by law.
  - g. Have the medical records read only by individuals directly involved in the treatment or the monitoring of its quality and by other individuals only on the client's (or her parent or legal designated representative's) written authorization. When the records are released to insurers' that confidentiality is emphasized.
  - h. Expect all communications and other records pertaining to care of the individual, including the source of payment for treatment, to be treated as confidential.
  - i. Request a transfer to another treatment room if another client or visitor is unreasonably disturbing him/her.
  - j. Be placed in protective privacy when considered necessary for personal safety.
4. Personal Safety—The client has the right to expect reasonable safety insofar as the clinic's practices and environment are concerned. A humane treatment environment that provides reasonable protection from harm and appropriate privacy for personal reasons.
5. Identity—The client (or his/her parent or legal designated representative) has the right to know the identity and professional status of individuals providing services and to know which physician or other practitioner is primarily responsible for his care. This includes the right to know of the existence of any professional relationship among individuals who are treating him as well as the relationship of the clinic to any other health care or educational institution involved in his care. Participation by clients in clinical training programs or in the gathering of data for research purposes should be voluntary.
6. Information—The client (or his/her parent or legal designated representative) has the right to obtain from the practitioner responsible for coordination of his/her care complete and current information concerning their diagnosis (to the degree known), treatment and any known prognosis. This

information should be communicated in terms the client (or her parent or legal designated representative) can reasonably be expected to understand. When it is not medically advisable to give such information to the client, the information should be made available to a legally authorized individual.

7. Communication–The client (or his/her parent or legal designated representative) has the right of access to people outside the clinic by means of visitors and by verbal and written communication. The client (or her/his parent or legal designated representative) who does not speak or understand the predominant language of the community should have access to an interpreter. This is particularly true where language barriers are a continuing problem.
8. Consent–The client (or his/her parent or legal designated representative) has the right to the information necessary to enable him, in collaboration with the health care practitioner, to make treatment decisions involving his health care that reflects his wishes. To the degree possible, consent should be based on a clear, concise explanation of the condition and of all proposed technical side effects, problems related to recuperation and probability of success. The client should not be subjected to any procedure without voluntary, competent and understanding consent by the individual (or that of his/her parent or legal designated representative). Where a medically significant need for care or treatment exists, the client (or his/her parent or legal designated representative) shall be so informed. The client (or his/her parent or legal designated representative) has the right to know who is responsible for authorizing and performing the procedures or treatment.

The client (or his/her parent or legal designated representative) shall be informed if the clinic proposes to engage in or perform human experimentation or other research/educational projects affecting his care or treatment and the client has the right to participate in any such activity. If the client chooses not to take part, he shall receive the most effective care the clinic otherwise provides.

9. Consultation–The client (or his/her parent or legal designated representative) has the right to accept medical care or to refuse treatment to the extent permitted by law and be informed of the medical consequences of such refusal. When refusal of treatment by the client or his parent or legal designated representative prevents the provision of appropriate care in accordance with ethical and professional standards, the relationship with the client may be terminated upon reasonable notice. The client has the right for an individualized treatment plan and to participate in the development of the plan.
10. Transfer and Continuity of Care–A client has the right to expect that the clinic will give necessary health services to the best of its ability. Treatment referral or transfer may be recommended. If transfer is recommended or requested, the client will be informed of risks, benefits and alternatives. The client will not be transferred until the other institution agrees to accept the client.
11. Charges–Regardless of the source of payment for the individual’s care, the client (or his/her parent or legal designated representative) has the right to request and receive an itemized and detailed explanation of the total bill for services rendered in the clinic. The client has the right to timely notice prior to termination of his eligibility for reimbursement by any third–party payer for the cost of this care.
12. Delineation of Client’s Rights–The rights of the client may be delineated on behalf of the client, to the extent permitted by law, to the client’s guardian, next of kin or legally authorized responsible person if the client:
  - a. Has been adjudicated incompetent in accordance with the law; or
  - b. Is found by her physician to be medically incapable of understanding the proposed treatment or procedure; or,
  - c. Is unable to communicate her wishes regarding treatment; or,
  - d. Is a minor.

13. Rules and Regulations–The client (or his/her parent or legal designated representative) should be informed of the rules and regulations applicable to his conduct as a client. Clients are entitled to information about the mechanism for the initiation, review and resolution of client complaints.

## **CLIENT RESPONSIBILITIES**

1. A client (or his/her parent or legal designated representative) has the responsibility to provide, to the best of her knowledge, accurate and complete information about present complaints, past illness, hospitalizations, medications and other matters relating to her health. She has the responsibility to report unexpected changes in her condition to the responsible practitioner. A client (or his/her parent or legal designated representative) is responsible for making it known whether he clearly comprehends a contemplated course of action and what is expected of him.
2. A client (or his/her parent or legal designated representative) is responsible for following the treatment plan recommended by the practitioner primarily responsible for his care. This may include following the instructions of health care personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders and as they enforce the applicable rules and regulations.
3. The client is responsible for keeping appointments and, when he is unable to do so for any reason, for notifying the responsible practitioner or the clinic.
4. The client (or his/her parent or legal designated representative) is responsible for his actions if he refuses treatment or does not follow the practitioner's instructions. If the client cannot follow through with the treatment, he is responsible for informing the physician.
5. The client (or his/her parent or legal designated representative) is responsible for ensuring that the financial obligations of his health care are fulfilled as promptly as possible. The client is responsible for providing information for insurance.
6. The client (or his/her parent or legal designated representative) is responsible for following the clinic's rules and regulations affecting client care and conduct.
7. The client (or his/her parent or legal designated representative) is responsible for being considerate of the rights of other clients and personnel and for assisting in the control of noise, smoking and the number of visitors. The client is responsible for being respectful of the property of other persons and of the clinic.
8. A client's health depends not just on his care, but on the decisions he/she makes in daily life. He is responsible for recognizing the effect of lifestyle on his personal life.