



## **Patient Rights, Responsibilities, & Code of Conduct**

Carolina Therapeutics, PLLC has a policy in place to inform patients and their families of the Patient's Rights, Responsibilities, and Code of Conduct. This Policy is intended to promote professionalism, decrease miscommunication, and to increase adherence towards professional conduct between patients, their families, and members of Carolina Therapeutics, PLLC. The purpose of this Policy is to ensure that the rights, responsibilities, and ethical considerations have been outlined to all patients, their caregivers/guardians/parents, and the treating clinical practitioners.

### **Compliance with Laws, Rules and Regulations:**

Carolina Therapeutics, PLLC, requires that all employees, clinicians, officers and directors comply with all company policies, state laws and regulations applicable to the business and the practice of Speech Therapy, Occupational Therapy, Physical Therapy, Applied Behavior Analysis Therapy, and daycare operation. You are likewise expected to use sound judgment and common sense to comply with all applicable laws, rules and regulations when interacting with Carolina Therapeutics, PLLC, or its affiliate companies.

### **Patient Rights:**

Carolina Therapeutics, PLLC and its staff have adopted the following list of patient rights. This list includes, but is not necessarily limited to:

- The right to exercise these rights without regard to sex or culture, economic, educational, or religious background, or the source of payment for his/her care.
- The right to receive considerate and respectful care including the appropriate assessment and treatment of individual patient needs.
- The right to know the name of the treating clinician, their primary care physician or supervising therapist, and the names and professional relationships of other interdisciplinary clinicians who will see each individual patient.
- The right to receive information about the patient's current level of functioning, the patient's course of treatment, progress and current prognosis.
- The right to actively participate in decisions regarding the patient's medical and behavioral care. To the extent permitted by law; this includes the right to refuse treatment.



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- The right to full consideration of privacy concerning a patient's medical and/or behavioral care program.
- The right to be advised as to the reason for the presence of any individual during therapy sessions.
- The right to confidential treatment of all communications and records pertaining to a patient's care. The patient/guardian/caregiver's written permission shall be obtained before protected health information can be made available to anyone not directly concerned with patient care.
- The right to reasonable responses to any reasonable requests made on behalf of the patient by approved signatories.
- The right to refuse treatment even against the advice of the practitioner.
- The right to be advised if the patient's clinician proposes to engage in or perform in research affecting the patient's care or treatment. The patient has the right to refuse participation in such research projects.
- The right to examine and receive an explanation of the patient's bill regardless of source of payment.
- The right to know which company rules and policies apply to the patient's conduct while a patient.
- The right to have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.

### **Confidentiality**

Employees, officers, and directors must maintain the confidentiality of confidential information entrusted to them in the course and scope of their employment with Carolina Therapeutics, PLLC. Unauthorized disclosure of any confidential information is prohibited. Additionally, employees should take appropriate precautions to ensure that confidential or sensitive business information, whether it is proprietary to the Company or another company, is not communicated within the Company except to employees who have a need to know such information to perform their employment responsibilities. All employees within the company have received training related to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and all employees, officers, clinicians, and directors must adhere to rules, regulations, and policies in accordance with HIPAA.

### **Exceptions to Confidentiality: (According to N.C.G.S. 122C 52-56)**

Any information, whether recorded or not, relating to an individual served by a facility and received in connection with the performance of any function of the facility is confidential and may not be disclosed except as authorized by N.C.G.S. 122C2 and implementing regulations at 10A NCAC 26B.3.



- Except as provided in G.S. 132-5 and G.S. 122C-31(h), confidential information acquired in attending or treating a client is not a public record under Chapter 132 of the General Statutes.
- Except as authorized by G.S. 122C-53 through G.S. 122C-56, no individual having access to confidential information may disclose this information, provided, however, a HIPAA covered entity or business associate receiving confidential information that has been disclosed pursuant to G.S. 122C-53 through G.S. 122C-56 may use and disclose such information as permitted or required under 45 Code of Federal Regulations Part 164, Subpart E.
- Except as provided by G.S. 122C-53 through G.S. 122C-56, each client has the right that no confidential information acquired be disclosed by the facility.
- No provision of G.S. 122C-205 and G.S. 122C-53 through G.S. 122C-56 permitting disclosure of confidential information may apply to the records of a client when federal statutes or regulations applicable to that client prohibit the disclosure of this information.
- Except as required or permitted by law, disclosure of confidential information to someone not authorized to receive the information is a Class 3 misdemeanor and is punishable only by a fine, not to exceed five hundred dollars (\$500.00).

### **Patient Responsibilities & Code of Conduct:**

The care a patient receives depends on the patient's course of treatment and designated therapy service. Therefore, in addition to the patient addressed herein, a patient has certain responsibilities as well. These responsibilities are presented to the patient in the spirit of mutual trust, respect, and collaboration.

- The patient/caregiver/guardian has the responsibility to provide accurate and complete information concerning his/her present complaints, past medical history, and other matters relating to his/her health including their current level of functioning.
- The patient/caregiver/guardian is responsible for making it known whether he/she clearly comprehends the course of his/her medical treatment, and what is expected of him/her.
- The patient/caregiver/guardian is responsible for following the home exercise plan and carryover activities as recommended by the treating practitioner.
- The patient/caregiver/guardian is responsible for keeping appointments and for notifying the agency and/or treating therapist when he/she is unable to do so. Patients/caregivers/guardians have been provided with the Attendance Policy, and



they will adhere to the Attendance Policy as outlined by Carolina Therapeutics, PLLC.

- The patient/caregiver/guardian is responsible for reading and complying with signed forms, i.e., Consent to Treat, Attendance Policy, and all items outlined by the Parent Handbook.
- The patient/caregiver/guardian is responsible for his/her actions should he/she refuse treatment or not follow recommendations as provided by the treating practitioner.
- The patient/caregiver/guardian is responsible for assuring that the financial obligations of the patient's care are fulfilled as promptly as possible.
- The patient is responsible for following facility policies and procedures as outlined in the Parent Handbook.
- The patient/caregiver/guardian is responsible for being considerate of the rights of other patients and facility personnel, which includes refraining from the use of foul language and abusive, threatening, or disruptive behavior.
- The patient/caregiver/guardian is responsible for maintaining a professional manner when communicating. This includes the use of effective communication within business hours that is not excessive or harassing.
- The patient/caregiver/guardian is financially responsible for all charges for services rendered by Carolina Therapeutics, PLLC, or its affiliate companies.

#### **Termination of Services Due to Policy Violations:**

**Carolina Therapeutics, PLLC, reserves the right to terminate therapy services for any violation of these policies. Lack of compliance with the Home Exercise Plan outlined by your clinicians, not providing an environment conducive to therapy (for services in the home or elsewhere), unhygienic workspace areas in the home, hostile relations, unrealistic expectations, and/or consistent cancellations for activities taking the place of scheduled therapy sessions, all serve as sufficient grounds to terminate the agreed treatment plan.**

<b>Acknowledgement</b>
I, _____ (patient, parent, legal guardian), have read and understand the policies stated above, and I agree to the terms as stated.
Signature:
Date: