

Patient Rights

The following is our policy regarding the rights of patients receiving services from the office of Shelley A. Cooper Physical Therapy and Sports Injuries.

Each patient has the right to:

- Be fully informed of his/her rights as well as the rules and regulations of Shelley A. Cooper Physical Therapy governing patient expectations.
- Be fully informed at the time of admission of services available and related charges not covered under Title XVIII of the Social Security Act.
- Be fully informed by a physician of his/her medical condition unless medically contraindicated, and to be afforded the opportunity to participate in the planning of his/her medical treatment.
- Refuse treatment to the extent permitted by law and to be informed of the medical consequences of such refusal.
- Be assured confidential treatment of clinical records and to approve or refuse their release to any individuals, except in the case of transfer to another health care facility, or as required by law or third party payment contracts.
- Be treated with consideration, respect and full recognition of dignity and individually, including privacy in treatment and the care of personal needs.
- Be informed by Shelley A. Cooper Physical Therapy staff the provision of law regarding complaints and of procedures for registering complaints confidentially including, but not limited to, the address and telephone number of the complaint receiving unit of the California Department of Health Services.
- Be assured that personnel who provide care are qualified through education and experience, to carry out services for which they are responsible.
- Be informed that these rights may be denied for good cause only by the attending physician. Denial of such rights shall be documented by attending physician in the patient's clinical record.

Any complaints regarding denial of patient rights not satisfied after a discussion with Shelley A. Cooper Physical Therapy, may be registered in confidence with the Department of Health Services. Upon request, the staff of Shelley A. Cooper Physical Therapy will assist the patient to contact the appropriate office of the state agency.