

## NORTH TEXAS REHABILITATION CENTER

SUBJECT: Guide to Client Services – Client and Family Orientation

### POLICY STATEMENT:

#### I. MISSION

The mission of North Texas Rehabilitation Center is to improve the quality of life for children and adults in North Texas and Southern Oklahoma through medical rehabilitation, and development, educational, and wellness services.

#### II. PHILOSOPHY

The North Texas Rehabilitation Center shall provide rehabilitation services according to each client's need. These services shall be as comprehensive as Center resources allow. The individual plans of care shall be coordinated within a single program and shall be centrally monitored through reviews, conferences, and program evaluations.

#### III. ETHICS

It is the policy of North Texas Rehabilitation Center to conduct all of its personnel, business, marketing and professional practices in a manner consistent with our corporate values.

#### IV. ADMISSION

Services are by physician referral and reports will be sent to doctors and/or agencies upon appropriate release. Initial services begin with an interview by an admissions counselor who explains the services available; helps arrange services elsewhere, as needed, in cooperation with your doctor, school system and other agencies. The admissions counselor will provide appropriate fee schedule for each client's specific service, and will assist with filing insurance or arrange other financial assistance available. Every client is assigned a case manager who is responsible for coordinating services.

#### V. ATTENDANCE

It is important to remember that all services are by appointment. You are expected to keep your appointments and to be on time. **If for some reason you cannot keep an appointment, you must call NTRC no less than 24 hours before your scheduled appointment.** If you will be late, it is your responsibility to inform the Center so that the therapist's time may be rescheduled. If you have to go to the hospital or must otherwise interrupt your therapy program, please let us know as soon as possible.

**IN THE EVENT YOU MISS A SCHEDULED APPOINTMENT WITHOUT AT LEAST 24 HOURS ADVANCED NOTIFICATION TO CENTER STAFF, YOU WILL BE SUBJECT TO A \$20.00 FEE THAT WILL BE COLLECTED PRIOR TO THE NEXT SCHEDULED APPOINTMENT.**

*Clients that miss 3 consecutive appointments in a row will be taken out of the schedule. In order to have a new schedule to be set, the client will have to discuss the importance of attendance with their treating therapist. If the client would like to continue therapy at that time, they can go to the scheduling department to have a new schedule set. This is also true for clients that are absent 20% or more of their schedule appointments.*

If you develop an illness or condition, which may affect your ability to continue to participate safely in therapy (e.g. contagious infection, seizures, etc.), your program, may be suspended until the illness/condition clears.

## VI. CLIENTS RIGHTS AND RESPONSIBILITIES

This section is provided to make you aware of the rights guaranteed to you while you are receiving services at North Texas Rehabilitation Center (NTRC).

## VII. BASIC RIGHT FOR PERSONS SERVICE AT NTRC

1. You have the right to be treated without discrimination due to your race, religion, sex, ethnicity, nationality, \*age, sexual orientation, or disability. (\*age: criteria must be met per specific program)
2. You have the right to be treated in a clean and humane environment in which you are protected from harm, have privacy with regard to personal needs, and are treated with respect and dignity.
3. You have the right to treatment in the least restrictive, most appropriate setting available.
4. You have the right to be informed, in your primary language, about the services we provide.
5. You have the right to participate in developing and periodically reviewing your treatment plan, and the right to request any other person to participate in this process. (These requests extend to a parent or conservator of a minor and the legal guardian if applicable.) If a request is denied, you have the right to be told the reason for denial. This reason will be documented in your medical record, and you or the parent, guardian, conservator, or other person will be notified of the denial.
6. You have the right to understand the care, procedures, and treatment provided.
7. Refusing treatment :
  - a.) You have the right to refuse a particular treatment(s) or service(s) without endangering your right to access other treatments of services solely because of the refusal.
  - b.) You have the right to know that if you refuse any procedures or treatments, your conditions may not improve, you may not meet your goals, and discharge may be considered.
8. You have the right to participate in developing your discharge plan and after care issues, which may include your physical health and social needs.
9. You have the right to know your charges for services, sources of reimbursement, and if duration of services will be limited. As long as you qualify for our sponsorship program, you may not be denied services due to an inability to pay.
10. You have the right to give or refuse informed consent for one or more programs while not being refused the right to participate in other programs.

11. You have the right to change your mind about previously consenting to a program – without losing access to other services or treatments.
12. You have the right to refuse the consent for current and future observation by audiovisual techniques, such as tape recorders, television, movies or photos.
13. You have the right to expect confidentiality of your medical records.
14. You have the right to review the information contained in your medical records.
15. You have the right to expect safe care, free from physical, social, sexual, or psychological abuse.
16. You have the right not to be placed at medical risk, even if seclusion or physical restraint is necessary to protect you or staff as a result of maladaptive behaviors.
17. You have the right to a safe living, working, and treatment environment; free from physical or emotional abuse, threats, or danger.
  1. A non-restrictive environment is available for clients to discuss concerns regarding these issues.
  2. All conversations will be held in the strictest of confidence, yet in accordance with all applicable local, state, and federal laws.
  3. Should any staff member become aware of a client's need for protection, support, or assistance in safety, staff will report their concern to a Center Social Worker. The social worker will discuss with the client available options for referral :
    - a) Discuss the concern
    - b) Facilitate the decision for the best course of action
    - c) Arrange or assist the client in receiving the needed services
    - d) Make mandatory report of the concern to other social service, local, state, or federal agencies for investigation
  4. Agencies which can be of assistance in obtaining a safe living, working , and treatment environment may include, but are not limited to: Crisis Pregnancy Center, Child Protective Services, Alcoholics Anonymous, First Step, Hospice, etc.

#### VIII. BASIC RESPONSIBILITIES OF PERSONS SERVED AT NTRC

1. You have the responsibility to show up for all scheduled appointments.
2. You have the responsibility to notify the Center **AT LEAST 24 HOURS PRIOR TO YOUR SCHEDULED APPOINTMENT** if your appointment must be cancelled.
3. You have the responsibility to notify the Center if transportation or other types of assistance in meeting the appointment schedule are needed.
4. You have the responsibility to provide the Center with as much information as possible concerning your health conditions, medications, surgeries, constraints, limitations to functional abilities, strengths, needs and preferences.

5. You have the responsibility to inform the Center of any positive or negative health changes, which occur during the course of care.
6. You have the responsibility to be an active team participant in developing goals, objectives, treatment plans, or treatment plan changes.
7. You have the responsibility to be actively engaged in expressing specific requirements for your integration back into the community. You are responsible for making those adjustments necessary to function in your home, job, school, and personal environment.
8. You have the responsibility to follow the entire home program and health related instructions.
9. You have the responsibility to be actively involved in early and planned discharge from services.
10. You have the responsibility to assist the Center in improving services by providing feedback through timely completion of questionnaires, and satisfaction and post exit/discharge surveys, during and after the treatment program.

**IX. BASIC RIGHT TO INITIATE A CONCERN ALLEGING INFRINGEMENT OF CLIENT RIGHTS**

- A. You have the right to file a concern and have it investigated and resolved in a timely manner.
  1. You should take all concerns to the lowest level in an attempt to resolve the concern. If the client does not believe this is in their best interest, they should seek either their case manager or the Center appointed Patient Advocate.
    - a) Your concern may be expressed verbally or in writing.
    - b) If you are unable to personally present your concern, you may have a parent, legal guardian , or conservator present the concern.
  2. The Center's Patient Advocate has 48 hrs. from the time of the investigation of the concern in which to document, investigate, and resolve the client concern.
    - a) If the concern is resolved to your satisfaction, the Patient Advocate will maintain the complete file.
    - b) If the concern is not resolved to your satisfaction, the appeal process can be initiated by forwarding the file to the Program supervisor, accountable for the area from which your concern was expressed.
  3. The Program supervisor has 48 hrs. from the time of receipt of the appeal to investigate, document, and resolve your concern.
    - a) If the concern is resolved to your satisfaction, the complete file will be returned to the Patient Advocate.
    - b) If the concern is not resolved to your satisfaction , the appeal process can continue by forwarding the file to the Director of Programs.
  4. The Director of Programs has 48 hrs. from the time of receipt of the appeal to investigate, document, and resolve your concern.

- a) If the concern is resolved to your satisfaction, the complete file will be returned to the Patient Advocate.
  - b) If the concern is not resolved to your satisfaction, the appeal process can continue by forwarding the file to the President of North Texas Rehabilitation Center.
5. The President has 72 hrs. from the time of receipt of the appeal to investigate, document, and resolve your concern.
- a) The President will inform the client of the final decision.
  - b) The decision will be in writing.
  - c) The document will be mailed by certified/registered mail.
6. It is always the client's right to express a concern.
7. It is always the client's right not to have the appeal process impeded.
8. It is always the client's right, if not satisfied with the final decision of the President, to address the Board of Directors either in writing or in person.

#### X. A PARTNERSHIP

The staff of North Texas Rehabilitation Center is dedicated to maximizing each client's potential. Through years of experience, we know that the client's attitude and efforts are vitally important in the rehabilitation process. For this reason, each client and family member is encouraged to view their rehabilitation as a partnership effort with the staff. With hard work, discipline, and determination many goals can be achieved. We enter into this partnership dedicated to helping you meet your greatest potential.

SERVING CHILDREN, ADULTS, AND FAMILIES

NORTH TEXAS REHABILITATION CENTER

Helping bring wellness through therapy, promoting wholeness, and offering hope in the life of each client who come through our doors.