

Patient Rights and Responsibilities

As a patient at KFMT, we want you to speak openly, take part in your treatment choices, and promote your own safety by being well informed and involved in your care. Because we want you to think of yourself as a partner in your care, we want you to know your rights as well as your responsibilities during your time working with us.

Patient Rights:

- You have the right to receive care in a safe environment free from all forms of abuse, neglect, or mistreatment.
- You can expect that all communication and records about your care are confidential, unless disclosure is permitted by law and/or written consent.
- You have the right to see or get a copy of your medical records. You have the right to request a list of people to whom your personal health information was disclosed.
- You have the right to receive considerate, respectful and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.
- You have the right to give or refuse consent for recordings, photographs, films, or other images to be produced or used for internal or external purposes other than identification, diagnosis, or treatment. You have the right to withdraw consent up until a reasonable time before the item is used.

- You have the right to be called by your proper name and to be in an environment that maintains dignity and adds to a positive self-image.
- You have the right to voice your concerns about the care you receive or any concerns you have about your time at our practice. **If you have a problem or complaint, you may reach out to Elliot Fishbein, KFMT owner at elliot@kinectedcenter.com. If you do not wish to complain to Elliot, you may reach out to operations@kinectedcenter.com.**

Patient Responsibilities:

- You are expected to provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks.
- You are expected to provide complete and accurate information, including your full name, address, home telephone number, date of birth, and email address. Social Security number, insurance information and employer info should also be given when it is required by insurance carriers or other reasons (legal, etc).
- You are expected to treat all staff, other patients, and visitors with courtesy and respect; abide by all KFMT/Kinected rules and safety regulations. Verbal abuse of any of the above (yelling, name calling, swearing) is not permitted and may be cause for discharge from care
- You are encouraged to ask questions when you do not understand information or instructions. If you believe you cannot

follow through with your treatment plan, you are responsible for telling your therapist to ensure the treatment plan can be fully carried out.

- You are expected to actively participate in your pain management plan and to keep your Physical Therapist or wellness practitioner informed of the effectiveness of your treatment.
- You are expected to provide complete and accurate information about your health insurance coverage and to pay your bills in full at the time of treatment
- You have the responsibility to keep appointments, be on time, and cancel appointments at least 24 hours prior to scheduled session, or fees outlined in intake paperwork will be charged.
- It is the expectation of KFMT (Fishbein Physical Therapy, PLLC) that patients meet their responsibilities. Violations of patient responsibilities, if deemed excessive by management, may be cause for discharge from treatment. Reasons may include verbal and/or physical abuse of staff, sexual harassment of staff, non-payment, or behaviors that negatively affect others receiving therapy or wellness services.