

Transitional Steps Pediatric Physical Therapy

Patient Rights

The patient has the right to:

- Be informed and participate in the Plan of Care.
- Be treated with respect, consideration, dignity and full recognition of their individual right to privacy.
- To receive care and services that are adequate, appropriate and compliance with relevant Federal and State laws, rules and regulations.
- To voice grievances about their care and not be subjected to discrimination and reprisal for doing so.
- To have his or her medical records be confidential and not be disclosed without proper written consent.
- To be free from any mental or physical abuse, neglect and/or exploitation.
- To receive a written statement of services provided by the agency and the charges the client is liable for paying.
- To be informed of the acceptance process and countenance of service and eligibility determination to accept or refuse services.
- To be informed of supervisory accessibility and availability and to be advised of the agency's procedures for discharge.
- To receive a reasonable response to his or her request of the agency.
- To be informed of the agency policies regarding patient responsibilities and provided a copy of these responsibilities upon request.
- To be informed that staff therapist are prohibited from smoking while providing therapy to an individual and while in an individual's home.
- To expect that the agency shall investigate, within 72 hours, complaints made by a client or the client's family.
- To be informed of the address and telephone number for information, questions or complaints about the services provided by the agency.

Please direct all questions to:

Transitional Steps Pediatric Physical Therapy Services, LLC
(919) 973-8827, 201 West Chatham Street, Ste 212, Raleigh, NC 27511