



Mountain Land Rehabilitation (MLR) Patient Rights & Responsibilities Summary

Patient Rights

- Patients have the right to receive quality care.
- Patients will be treated with dignity and respect, and be allowed to refuse treatment(s).
- Employees will not borrow items from, or accept gifts from patients.
- Employee will not solicit patients.
- Patients can expect to be treated by properly licensed and educated staff.
- Patients will be admitted only if we have the ability and resources to safely address their medical needs. MLR will discuss alternative treatment options with the Patient if necessary.
- Patients can expect an honest and ethical relationship with their healthcare providers.
- Patients have the right to understand their bill. MLR will work with the patient to interpret charges and patient responsibility.
- Patients can expect physical privacy during exams. MLR will provide a private and secure space for patients to change clothes and secure belongings. For more information on Healthcare Record Privacy, see MLR's Notice of Privacy Practice.
- Patients can expect that staff members will take measures to protect them from suspected abuse, neglect, or exploitation by reporting it to the most appropriate authorities.
- Patients who are blind or have low vision, have speech impairments, manual impairments, are deaf or hard of hearing, or who have limited English proficiency, have the right to effective communication with MLR staff.
- MLR will not discriminate against patients on the basis of race, color, sex, national origin, disability, gender identity, sexual orientation, age, or any other protected class.
- Patients have the right to submit a Grievance, and have it addressed, recorded, and resolved in a respectful and timely manner, without fear of negative repercussions. Grievances may be submitted to any employee, or to the MLR Corporate Office at 1-800-574-4792.

Patient Responsibilities

- Patients, and anyone accompanying them, must be considerate and respectful of MLR's space, other patients, and MLR Staff.
- Patients will provide a complete and accurate medical history.
- Patients should ask questions when they do not understand treatment, or what they are expected to do to participate in their Plan of Care. Effective therapy requires a collaborative approach between the therapist and patient.
- Patients will inform MLR of any dissatisfaction or problems.
- Patients must inform their clinician of changes to their condition, such as worsening symptoms or hospitalization.
- Patients will communicate with the clinic, according to Policy, regarding cancellation or rescheduling of appointments.
- Patients will comply with their Home Exercise Program.
- Guarantor must promptly meet financial obligations to MLR.