

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.
- Employees will not solicit patients.
- Patients can expect to be treated by licensed clinicians supported by trained 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 all MLR staff.
- Patients have the right to understand their bill. MLR will work with the patients and their payers 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 Practices.
- Patients can expect that MLR staff will take measures to protect them from suspected abuse, neglect, or exploitation by reporting it to the most appropriate authorities.
- Patients have the right to effective communication with MLR staff through appropriately facilitated accommodations.
- 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 Report, and have it addressed, recorded, and resolved in a respectful and timely manner, without fear of negative repercussions. Grievance Reports 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 should 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 should inform MLR of any dissatisfaction or problems.
- Patients should inform their clinician of changes to their condition, such as worsening symptoms or hospitalization
- Patients should communicate with the MLR staff, according to the patient-signed MLR Consent for Treatment form, regarding cancellation or rescheduling of appointments.
- Patients should comply with their Home Exercise Program.
- Patients and/or Guarantors must meet accepted financial responsibilities per the signed MLR Consent to Treatment form, or initiate a mutually agreed upon payment plan.
- Guarantor must promptly meet financial obligations to MLR.