

SCHREIBER PEDIATRIC REHAB CENTER OF LANCASTER COUNTY
ADMINISTRATIVE POLICIES AND PROCEDURES

SECTION: Administration
SUBJECT: Client's Rights and Responsibilities

POLICY NO. 116
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I. PREFACE STATEMENT

This statement about client's rights and responsibilities is pursuant to the Schreiber Pediatric Rehab Center's corporate obligations, policies, and administration. It is commensurate with the mission and objectives of this institution. The Schreiber Center's Board of Directors and staff are committed to arranging for and providing excellent care to those we serve. It has always been the Center's policy to respect each client's individuality and dignity. This document is published to ensure that the client and the client's family know of their longstanding rights at the Center and to alert clients and client's families of their responsibilities.

Because many of the Center's clients are minors, the interpretation of this policy is directed to the parent(s) or legal guardian(s) responsible for the minor's welfare.

II. POLICY

The Schreiber Pediatric Rehab Center protects the individual rights of all its clients as they apply to admission and receiving services at the Center. The Center will not tolerate physical punishment, neglect of clients, or physical, emotional or sexual abuse of clients.

III. PURPOSE

The purpose of this policy is to outline the rights and responsibilities of each client and to define a process for grieving one's position when a client feels his/her rights have been jeopardized.

IV. RESPONSIBILITY

All staff are required to ensure that this policy is adhered to and communicated to each client and the client's family. The President has ultimate responsibility to ensure the policy is followed through the internal process.

V. PROCEDURE

A. Client Rights

1. In accordance with the Federal Civil Rights Act, the Pennsylvania Human Rights Act, Section 504 of the Rehabilitation Act of 1973 and Americans with Disabilities Act of 1990, it is resolved and declared to be the policy of the Schreiber Pediatric Rehab Center that no person shall, on the grounds of race, color, national origin, ancestry, age, sex, religious creed, non-job related physical or mental handicap or disability, sexual orientation or veterans' status be denied services.

2. Client(s) have the right to respectful care given by competent staff.

3. Client(s) have the right to every consideration of privacy concerning their medical care program. Case discussion, consultation, evaluation, and treatment are considered confidential and should be conducted discreetly.

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4. Client(s) have the right to have all records pertaining to their medical care treated as confidential, except as otherwise provided by law or third-party contractual agreements. (Such processes will be conducted in the presence of an authorized member of the Center's staff.)
5. Client(s) have the right-to-know what Schreiber Center rules and regulations apply to their conduct as a client.
6. Client(s) have a right to good quality care and high professional standards that are continually maintained and reviewed.
7. Client(s) have a right to full information in layman's terms concerning their diagnosis, treatment and progress, including information about alternative treatments. When it is not medically advisable to give to the client, the information will be given to the next of kin or other appropriate person.
8. Client(s) have the right to refuse any treatment or procedure offered by the Center, to the extent permitted by law, and information about the medical consequences of their refusal of any treatment or procedure.
9. Client(s) who cannot hear or cannot speak English, will have access, when possible, to an interpreter.
10. Client(s), or next of kin, will be provided access to information in their medical records relating to their care at the Center, upon request, in a timely manner. A staff member must be present when the medical information is viewed. Other information released from other facilities in your file will be released with proper authorization from those who furnished the information to the Center. Additional information will be released when subpoenaed by law.
11. Client(s) have the right to know their eligibility for outside funding for services provided by the Center, including eligibility under PL 89-313, PL 99-457 and Act 212.
12. Client(s) have a right to be heard about any problem, suggestion, or complaint they may have about the services they have received at the Center. Clients are to use the following process to address their issues:
 - a. Work with the staff member directly involved with your care.
 - b. If you feel the issue is not handled to your satisfaction at this level, you may take the issue to the President of the Schreiber Pediatric Rehab Center.
 - c. If you are still not happy with the decision made by the President, you may take your issue to the Chairman of the Board of Directors.

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- d. In addition to our internal process for listening to you, you may take your issue to outside agencies, which have input into our daily operation. We hope this additional process will not be necessary, since we will make an all-out effort to satisfactorily handle your issue internally.
13. Client(s) have the right to expect good management techniques be implemented within the Center considering effective use of your time and to avoid personal discomfort.
14. Client(s) have a right to examine and receive a detailed explanation of their bill, when applicable.
15. Client(s) have a right to be informed, upon discharge, of their continuing health requirements following discharge and the means for meeting them.
16. Client(s) cannot be denied the right to access an agency that is authorized to act on your behalf to assert or protect the rights set out in this policy.
17. Client(s) have the right to be informed of their rights at the earliest possible moment in the course of their stay with us. This policy is also to be posted in the lobby of the Center.
18. Clients have the right to receive assistance in accessing guardian, conservator, self-help group, and/or advocacy services.
19. Client(s) have the right to have their medical information handled in a confidential manner as defined in the Center's Policy # 502 – Notice of Privacy Practice – in accordance to the Health Insurance Portability and Accountability Act of 1996.
20. Clients have the right to be protected from abuse, humiliation, neglect, financial or other means of exploitation.
21. Retaliation against anyone who raises a concern, reports misconduct, a grievance or complaint is strictly prohibited by Schreiber Pediatric Rehab Center and will not be tolerated. If for any reason you are uncomfortable speaking about your concerns with your therapists or a department manager, you may communicate your concerns anonymously by contacting our Corporate Compliance Officer by telephone, email, regular mail or through the agency's website.

B. CLIENT RESPONSIBILITIES

1. Client(s) has an obligation to keep scheduled appointments or to telephone the Center when they cannot keep a scheduled appointment; to bring information about their past medical history with them, including hospitalizations, medications, illnesses, and other matters related to their health; and, to be open and honest about instructions they receive concerning their health - that is to let us know immediately if you do not understand or if you feel you cannot follow them.

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2. Client(s) have a responsibility to cooperate in the treatment program your therapist specifies.
3. Client(s) have a responsibility to be considerate of other clients. It is also your responsibility to cooperate with staff, who may restrict access to areas of the building from members of your family and friends.
4. Client(s) have a responsibility to be prompt about payment of any bills which are their financial responsibility, to provide necessary insurance information for processing their bills, and to be prompt about asking questions concerning their bills.
5. Client(s) have a responsibility to allow an inspection of their personal effects, if in the opinion of the President, or his/her designee, such inspection is necessary to protect you or other clients.
6. Client(s) have a responsibility to refrain from smoking, carrying or consuming alcohol, and or carrying or using illegal drugs, while on Center property.
7. Client(s) have a responsibility to keep the building tidy and to clean up after themselves after they use an area of the building.
8. Client(s) have the responsibility to keep us informed of any change in information that was provided at time of admission.
9. Client(s) have the responsibility to follow all policies of the Center that are applicable to clients and their families.

V. DATE PREPARED: 5/93

VI. DATE REVISED: 4/94, 4/95, 1/96, 9/96

VII. DATE REVIEWED: 2/98, 11/15/99, 1/2002, 4/2003, 10/2005, 11/2007, 5/2011, 3/2012

President