

# Independent Rehabilitation Services



## Patients Rights and Responsibilities

For the best possible health outcomes, Independent Rehabilitation Services acknowledges the following patient rights and responsibilities.

### Patient Rights

Each patient has the right to:

- Be treated courteously and with respect
- Be treated in a manner that respects their individuality
- Be given clear and concise information regarding their intervention
- Have full recognition of their needs, culture and beliefs in all aspects of communication, assessment and intervention
- Have consideration to the inherent sensitivity in the patient-practitioner relationship where hands-on treatment is involved
- Know the qualifications of their treating therapist
- See their therapist of choice
- Gain a second opinion if requested
- Refuse an intervention
- Elect to have a third party present at a consultation or meeting
- Provide feedback (positive or negative) to their treating therapist or to the practice
- Have their privacy needs adequately met
- Not be discriminated against on the basis of their age, gender, ethnicity, beliefs, sexual preference, health status, impairment, industrial activity, marital status, parental status or status as a carer, physical features, political beliefs or activity, pregnancy, sexual orientation or personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

### Patient Responsibilities

Patients are expected to

- Treat practice staff and other patients with courtesy and respect
- Observe practice policies including the practice fee schedule
- Communicate their needs, expectations and concerns in a timely manner
- Share information about their presenting condition as well as other information about their health that may affect options for intervention openly with their clinical team.  
These may include if they
  - have a pacemaker or heart condition
  - have suffered from blood clots, thrombosis or stroke
  - suffer from diabetes.
  - are currently taking any medication

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