

Front Range Therapies Castle Rock's Pledge to the Patient - *Patient Bill of Rights*

Front Range Therapies Castle Rock is a values-driven health care provider committed to service excellence. These values are basic to each of us. For our patients, we are committed to providing quality healthcare. Our values guide us in assuring you these rights:

You have the right to impartial access to treatment regardless of race, religion, gender, color, national origin, ethnicity, age, disability, or any other protected characteristic.

You have the right to an individualized treatment plan, the right to participate in goal setting and your treatment planning.

You have the right to know who is responsible for authorizing and performing procedures or treatment, as well as the qualifications of the personnel involved in your care. You have the right to request a second opinion regarding your treatment plan at your own expense, and the right to request a change of therapist.

You have the right to know the benefits, alternatives, and any risks associated with the treatments recommended by your therapist. You have the right to confidential handling of your medical records, and may permit or refuse release of records to any individual outside of the Company, other than a parent or legal guardian, except as provided by law, or by your third party payer.

You have the right to continue to self-pay for services if insurance is denied or if financial limitations of an insurance policy have been reached (except as prohibited by law).

You have the right to communicate your level of satisfaction with any aspect of care provided while a patient in our center.

You have the right to be treated in a safe environment, which includes a safe physical environment, safe equipment, and an accessible facility for persons of all levels of ability.

You have the right to refuse services at any time during your program. We ask that you voice this to your therapist:

You have the right to make comments or complaints to the management or administrative staff for any reason. Communications should be directed to the manager of this center.