

Performance Physical Therapy's Patient Bill of Rights

Performance Physical Therapy will protect the privacy of your health information, medical records, and any such medical and personal information from those other than directly related to your medical care. Performance Physical Therapy will use your information to coordinate your treatment; to keep your treating physician(s) up to date on your status in therapy; to obtain payment for treatment; to conduct internal audits and evaluating quality of care reviews. We also provide information when required by law. Please review the intake paperwork you were asked to complete during your registration with us. If you have any questions or special needs, please do not hesitate to talk with your therapist or to our billing specialist.

You have the right to:

- receive courteous professional service
- ask for clarification on your treatment plan and diagnosis
- review or obtain a copy of your personal health information
- request that we complete information or correct any inaccurate information in your record
- request a list of individuals we release medical information to
- request in writing specific person(s)/agency(ies) not to receive specific information
- speak to the billing specialist or owner of our company

We ask that you:

- respect others in our clinic both verbally and non-verbally
- try to keep to your appointment, and to call as soon as possible if changes in your condition or doctor appointment
- keep us aware of any changes in your condition or doctor appointments
- respect the privacy of others, and maintain confidential items of interest you may learn

While we want you to enjoy physical therapy during your time with us, I want to assure you that you are always welcome to call us to voice a concern, ask a question, or to pass along a compliment. If you feel there is a need to speak to us please contact:

Joseph Shine, President

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Performance may change its policy at anytime without notice. The latest policy will be posted.