

Drevna-Hudson Physical Therapy does not discriminate on the basis of race, color, national origin, age, disability or sex in any significant communications with or to the public.

We have published taglines in the 12 non-English languages that are most prevalent in Pennsylvania. Our taglines are short statements describing our ability to provide free language assistance services.

If you need these services, contact Drevna-Hudson Physical Therapy's Compliance Officer.

English: ATTENTION: If you speak English, language assistance services, free of charge are available to you.

Spanish: Atencion: Si usted habla español, los servicios de asistencia lingüística, de forma gratuita, están disponibles para usted.

Chinese: zhù yì : rú guǒ nín huì shuō zhōng wén , wǒ men wéi nín tí gòng miǎn fèi de yǔ yán yuán zhù fú wù。

Vietnamese: Chú ý: nếu bạn nói tiếng Trung Quốc, Dịch vụ hỗ trợ ngôn ngữ, miễn phí có sẵn cho bạn.

Russian: Внимание: Если вы говорите по-китайски, языковые услуги помощи, бесплатно доступны для вас.

Korean: 주의: 중국어를 구사하는 경우 언어 지원 서비스를 무료로 이용할 수 있습니다.

Italian: Attenzione: se parli cinese, sono disponibili gratuitamente servizi di assistenza linguistica.

Arabic: انتباه: إذا كنت تتحدث لغة سنيا « khedmat al-masadeh laghouia « mejania metahe lek.

French: ATTENTION: Si vous parlez chinois, les services d'assistance linguistique gratuits sont à votre disposition.

German: Achtung: Wenn Sie Chinesisch sprechen, stehen Ihnen die Sprachunterstützung kostenlos zur Verfügung.

Polish: Uwaga: Jeśli mówisz po chińsku, usługi pomocy językowej, bezpłatne są dostępne dla Ciebie.

Haitian Creole: Koute: Si ou pale Chinwa, lang asistans sèvis, libète a chay yo disponib pou ou.

Portuguese: Atenção: se você falar chinês, serviços de assistência linguística, gratuitamente estão disponíveis para você.

Discrimination is Against the Law

Drevna-Hudson Physical Therapy complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Drevna-Hudson Physical Therapy does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Drevna-Hudson Physical Therapy provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters;
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Drevna-Hudson Physical Therapy provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Drevna-Hudson Physical Therapy's Compliance Officer.

If you believe that Drevna-Hudson Physical Therapy has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

- Drevna-Hudson Physical Therapy's Compliance Officer
- Mailing Address
- Telephone number [TTY number—if covered entity has one]
- Fax
- Email.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance Drevna-Hudson Physical Therapy's Compliance Officer is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 | 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

PATIENT/CLIENT RIGHTS & RESPONSIBILITIES

It is the practice and commitment of all employees and agents of this facility to respect and ensure the legal, ethical and moral rights of the patients and clients it serves. Furthermore, every effort will be made to stay abreast of these rights and to provide an environment that promotes human dignity as a founding service principle.

Each Patient has the Right to:

- Be greeted and treated with care and in a courteous & dignified manner
- Be assigned to the appropriately educated, trained, and skilled individual without regard to race, creed, gender, national origin, disability, religion, sexual orientation, health status or age
- Expect that all care will be delivered by or under the supervision of a physical therapist or physical therapist assistant and that the identity of the individuals delivering care will be readily available
- Be serviced in a facility that is fully compliant with federal, state and local regulations
- Be given information regarding his/her care or potential care in a timely manner and in a way in which he/she can understand, the procedure(s), the purpose, the probable outcomes, the alternatives and the risks and benefits associated with recommended care or the lack of it
- Be given the opportunity to participate in his/her care and care decisions including declining part or all of the plan of care
- Expect that his/her protected health information (PHI) will be handled, secured or disposed of in full compliance with federal privacy & security regulations requiring that access to PHI be given on a 'need to know basis' only and that the use of this information without authorization is prohibited with the exception of treatment delivery, healthcare operations and related billing services. This PHI includes, but is not limited to, diagnosis, prognosis, past history, treatment, clinical and billing records and any personally identifying data, such as address, SS#, etc.
- Review and or have access to his/her clinical record, in all formats: paper, electronic, etc. and obtain copies if requested at a reasonable charge
- Be treated in an environment that is safe and accessible to the fullest extent of the law
- Be duly and timely informed of any financial responsibilities that he/she will have as a result of rehabilitative, educational or injury prevention intervention
- Request and receive an itemized statement for all services delivered, regardless of payor source
- Be informed of any financial relationships that this facility has with any payors, referrers, other healthcare entities/practitioners and/or vendors.

Each Patient/Client has the Responsibility to:

- Give complete, accurate and timely medical, personal demographic and payor information to this facility
- Comply with the rehabilitative plan of care (per informed consent) to the best of his/her ability which includes, but is not limited to, following home programs/instructions, punctually attending scheduled treatment sessions and adhering to known precautions and limitations
- Advise his/her therapist when rehabilitative goals or treatment approaches require modification secondary to external complicating factors including, but not limited to, physical or mental health, family, work or religious conflicts or commitments
- Adhere to obvious department guidelines while at this facility including, but not limited to, courteous interaction with staff, other patients/clients and visitors, conscientious personal hygiene and modesty and respect for treatment and clinical record confidentiality for self and others
- Provide objective complaint notification to the Owner or his/her designee as well as the state Licensing Boards and/or other regulatory agencies, if indicated.