

Client Responsibilities

As a client of Bay Area Rehabilitation Center (the Center), you have the responsibility to...

- Provide accurate and complete health information
- Report any unexpected change in condition to the provider
- Keep appointments, or if unable, to inform the provider
- Express any concerns about the plan of care and your ability to follow it
- Follow the treatment plan
- Accept responsibility for refusal of treatment or failing to follow the instructions
- Provide a copy of the advance directives
- Fulfill financial obligations to the Center
- Follow the Center's rules and regulations
- Be considerate of rights and property of others

Client Rights

As a client of Bay Area Rehabilitation Center (the Center), you have the right to...

- Reasonable access to care, regardless of race, creed, age, gender, handicap, national origin or sexual orientation
- Information about client rights
- Reasonable response to requests for treatment within our mission and scope of care
- Considerate and respectful care which respects individual needs, values and beliefs
- Expect treatment prohibiting physical abuse, punishment, sexual abuse and psychological abuse
- Accept or refuse treatment and to be informed of medical consequences of refusal
- Receive information about diagnosis and medical treatment
- Give informed consent for any proposed treatment
- Know identity and professional status of providers
- Participate in all decisions about your treatment and discharge plans
- Have advance directives
- Expect privacy while at the Center and confidentiality of all information
- Access to your medical record
- Participate in ethical issues
- Be informed of continuity of care options
- Present concerns and complaints and to receive a response

- Access interpreter to ensure understanding
- Designate a surrogate decision maker
- Receive an itemized bill and explanation of all charges
- Be informed of business and professional relationships
- Be informed of research and educational projects affecting care or treatment, and to refuse to participate in such activities