

## Rights & Responsibilities

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**About us:** We are a student-run pro bono therapy clinic where graduate students from Widener University offer services under direct supervision of licensed therapists.

- We aim to meet the therapy needs of community members who are uninsured or have maxed out their insurance benefits for therapy services.
- We ask for a \$5.00 donation per visit if possible.
- We require that you have a signed physician or nurse practitioner referral for physical or occupational therapy services prior to our initial evaluation.

### Your Rights: What you should expect from us.

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- Care delivered by graduate therapy students under the supervision of licensed therapists.
- Conscientious and respectful care for you and your condition.
- State-of-the-art care with evidence-based practice and high-quality equipment.
- An emphasis on things you can do at home to be able to self-manage your condition.
- To be seen on time. We will do our best to begin your session on time.
- Confidentiality. We will keep your name and health information in strict confidence.
- Access to your medical record.
- Adherence to all privacy practices in compliance with HIPAA.
  - Please see the HIPAA & Notice of Privacy Practice form.

### Your Responsibilities: What we will expect from you.

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- To be on time for your appointment. If you are running more than 10 minutes late, please call to let us know.
- **To be aware of our cancel/no show policy; please call to cancel and reschedule your appointment if you cannot make it at least 24 hours in advance.**
  - **Three no shows within a 1-month period will result in immediate discharge.**
- To assist in getting the signed physician or nurse practitioner referral.
- To let us know the dates of upcoming appointments with your physician or nurse practitioner.
- To let us know if any of the interventions caused pain or discomfort.
- To let us know if you feel or felt uncomfortable with any of our providers.
- To follow through with your home exercise program and take responsibility for managing your condition.

### Client of the Month

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- This award is given to an individual who attends their appointments regularly, displays a positive attitude, and shows progress and commitment to their therapy program. They may have their photo taken, and will receive a small gift from the clinic as a thank you for their hard work!