

**COPPOLA PHYSICAL THERAPY**  
**PATIENT'S RIGHTS AND RESPONSIBILITIES**

- You have the right to:
  - Respectful treatment at Coppola Physical Therapy.
  - Expect that your personal representative may exercise your treatment rights when you are not capable of asserting these rights yourself.
  - Voice grievances regarding treatment or care that is (or fails to be) furnished. We will investigate any of your complaints, and not subject you to discrimination or reprisal for doing so.
  - Be informed about, and to participate in planning, your care and treatment, and to be informed in advance of any changes to the treatment plan.
  - Expect that Coppola Physical Therapy will keep your medical information confidential, as described in our Notice of Privacy Practices.
  - Be informed in advance of the charges for services, including payment for care expected from third parties and any charges you will be expected to pay. If you receive Medicare, Medicaid, or other Federally funded or aided program, you have the right to be advised, before care is initiated, of the extent to which payment for services may be expected from Medicare, Medicaid, or those other sources, and the extent to which payment will be expected from you.
  - Receive appropriate and professional care without discrimination based on race, color, national origin, religion, sex, disability, or age, nor shall any such care be denied to you on account of your sexual orientation.
  - Refuse treatment, and be informed of the consequences of such action.
- Coppola Physical Therapy has the right to expect:
  - You to give accurate and complete health information.
  - You to participate in developing and following the plan of care.
  - You to request information about anything that you do not understand, and express concerns regarding services provided.
  - You to inform it about the existence of, and any changes made to, advance direct
  - You to notify the office regarding cancellation or rescheduling of appointments as soon as possible, 24-48 hours notice preferred. We reserve the right to discontinue visits if you miss three consecutive appointments, have a poor attendance rate, or to not treat you on a day if you are more than 15 minutes late.

## **CUSTOMER CARE COMPLAINTS PROCEDURE**

If at any time you have questions, concerns, or a complaint about the level of care or service provided, we encourage you to promptly bring it to the attention of any member of the care team. If you feel more comfortable, feel free to contact the owner Steven Coppola by phone or to meet with you to discuss and investigate a grievance or concern that you have. Your concern will be handled in a confidential manner. Steven Coppola can be reached by telephone Monday through Friday from 7am to 7pm at (603) 608-8531; email at [steve@coppolapt.com](mailto:steve@coppolapt.com) or in writing at Coppola Physical Therapy 171 Pleasant Street, Concord NH 03301.

If your concerns cannot be resolved through Coppola Physical Therapy, you can report concerns to the New Hampshire Department of Health and Human Services Bureau of Licensing & Certification. You may contact this department by telephone at (603) 271-9499 or (800) 852-3345 ext. 9499. You may fax them at (603) 271-4968. Written correspondence should be addressed to Office of Operations Support, Health Facilities Administration-Licensing, 129 Pleasant Street, Concord NH 03301.