



WEST TEXAS REHABILITATION CENTER

# PATIENT HANDBOOK

[WestTexasRehab.org](http://WestTexasRehab.org)



# West Texas Rehabilitation Center

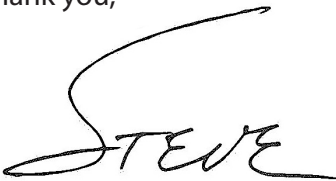
***"... great things happen here!"***

On behalf of our board members and our incredible employees, I would like to welcome you to West Texas Rehabilitation Center. We know you have choices when it comes to selecting an outpatient rehabilitation provider, so thank you for choosing WTRC. We have been serving patients and their families for over 65 years; and today we are a nationally-respected institution, serving more than 800 children and adults each day in our facilities in Abilene, San Angelo and Ozona and 32 counties throughout the Big Country and Concho Valley. It is our goal to treat each patient and their family with respect, compassion and dignity and we are committed to providing you with the best care anywhere. Please know it is our sincere pleasure to serve you and your family.

Your treatment is individualized and involves personnel specifically trained to assist you. YOU are the center of this team. Please take a few moments to read through the information in this booklet. If you have questions, we will be happy to assist you in any way we can.

Thank you for choosing West Texas Rehabilitation Center. We look forward to working with you in reaching your treatment goals and improving your quality of life.

Thank you,

A handwritten signature in black ink that reads "STEVE". The signature is stylized with a large, sweeping initial "S" that curves over the rest of the name.

Steve Martin  
*President/Chief Executive Officer*

# INTRODUCTION

West Texas Rehabilitation Center's (WTRC) outpatient rehabilitation programs offer specialized therapy services to promote recovery of physical, cognitive, and communication concerns. A staff of more than 300 dedicated and trained personnel including physical therapists, occupational therapists, speech-language pathologists, orthotists, prosthetists, social workers, and audiologists, work together with your physician's guidance to provide individualized, outcome-oriented intervention. The overall goal of our therapy program is to promote independence and improve the quality of life of those we serve.

Remember, you are a key member of the treatment team. WTRC staff will work to provide you the highest quality care.

# MISSION

WTRC's mission is to improve the quality of life of those we serve regardless of financial circumstance.

We achieve this mission by:

- Insuring that the patient and their family is informed of the plan of care and overall treatment goals established.
- Providing a comprehensive interdisciplinary approach to the rehabilitation process.
- Involving patients and their family members throughout the rehab process.
- Assisting patients in applying for financial assistance, as needed

# VALUES

Compassion  
Integrity

Commitment  
Excellence

Respect  
Stewardship

## **ETHICAL CONDUCT**

WTRC staff members strive to follow a code of ethical principles while working with patients to successfully address their physical, communication, and developmental problems. WTRC staff will respect the inherent dignity and worth of each person served, behave in a responsible and trustworthy manner, and practice within their areas of competence.

# PATIENT RIGHTS

## ***Access to Care***

Patients are involved in all aspects of their care and treatment. You have the right to considerate and respectful care. No employee will infringe on the human rights of any patient, family member, or visitor to West Texas Rehabilitation Center. This includes and is not limited to the following: abusive language, physical abuse, sexual abuse, physical punishment, psychological abuse, neglect, etc. You may expect WTRC to respond to your requests for services to the limit of its capacity and to provide evaluation, service or referral, as indicated. You may be referred to another facility for services not provided by WTRC.

## ***Medical Decision Making***

You have the right to refuse treatment to the extent permitted by law and to be informed of the consequences of such an action.

## ***Pain and Symptom Management***

All patients have a right to pain and symptom relief. You have the right to appropriate assessment and management of pain. Any problems you are having should be discussed with your doctor and/or therapist.

## ***Communication***

You are entitled to know the therapist's name that is responsible for the coordination of your care and to know the identities of others involved in providing your care.

## ***Confidentiality***

You are entitled to privacy concerning your medical care. Case discussion, consultation, examination and treatment are confidential and will be conducted discreetly. Unless permitted by law, no communications or records pertaining to your care will be released without your permission in compliance with the Health Insurance Portability and Accountability Act (HIPAA).

## ***Access to Information***

You have the right to ask your therapist for information regarding your diagnosis, the contemplated treatment, and plans for discharge and follow-up care. You have the right to know about various alternative methods of treatment, including the risks and advantages of each, before giving consent for treatment.

## ***Respect and Dignity***

You have the right to receive considerate and respectful care. We will respect your personal dignity. We will not discriminate on the basis of race, color, national origin, sex, age or disability.

- It is the goal and commitment of WTRC to provide a safe and secure environment for all of our patients, visitors, and employees.
- You have the right to privacy, safety, security, and confidentiality.
- You have the right to be free from abuse, neglect, exploitation and harassment.
- Any situations or activities you consider unsafe or inappropriate should be reported to your therapist or other staff member immediately.

## ***Billing and Account Information***

You have the right to examine and receive an explanation of your bill, regardless of the source of payment.

## SERVICES

	Abilene	San Angelo	Ozona
Employer Services	✓	✓	✓
Hearing Center	✓	✓	X
Hospice Care	✓	✓	✓
Occupational Therapy	✓	✓	X
Orthotics	✓	✓	X
Pediatrics	✓	✓	✓
Physical Therapy	✓	✓	✓
Prosthetics	✓	✓	X
Speech Therapy	✓	✓	X

## FACILITY LOCATIONS

### ABILENE

4601 Hartford  
Abilene, Texas 79605  
(325) 793-3400  
(800) 291-0387 Toll Free

### SAN ANGELO

3001 South Jackson  
San Angelo, Texas 76904  
(325) 223-6300  
(877) 348-6300 Toll Free

### OZONA

908 1 st Street  
PO BOX 728  
Ozona, Texas 76943  
(325) 392-9872  
(877) 348-6300 Toll Free



## **APPOINTMENT SCHEDULING**

Please notify your scheduler of any special requests you may have for appointment scheduling. Please understand that we will do our best to schedule your appointments at a convenient time for you, but it is not always possible to meet every special request that is received. If you will be unable to attend your scheduled appointment, please call to let us know that you will be unable to attend. It is very important that you attend all of your scheduled visits. Two absences without notice may result in discharge.

Additionally, frequent absences, even reported in advance, can negatively affect your treatment outcome. Your physician will be notified of absences and any resultant discharge.

Therapy sessions: The frequency of your therapy sessions is dependent upon the treatment plan approved by your physician. Most patients receive therapy two to three times per week, but this may vary depending upon your plan of care.

## **TREATMENT TIPS**

### **Follow Your Treatment Plan:**

Much of your progress will be dependent on your willingness to participate and closely follow the treatment plan established by you, your doctor and your therapist.

### **Ask Questions:**

Always feel free to ask questions regarding your treatment plan, especially if you have concerns about the plan. Please remember, however, that we must follow your physician's orders regarding your treatment.

### **Educate Yourself:**

Know the realistic expectations of your recovery and return to wellness. Consult with your physician or your WTRC therapist concerning available educational resources.

## **ADDITIONAL INFORMATION**

- WTRC is a smoke-free facility.
- Please leave valuables and non-essential items at home for safekeeping.
- As a courtesy to your clinician, please turn cell phones off during your visit.
- Children, as a patient or visitor, should be in the care of an adult at all times while at WTRC.
- All weapons, alcohol and illegal drugs are prohibited on WTRC's campus.
- WTRC expects all employees to treat you with respect and consideration. Please extend this same courtesy to others that you would expect to receive while at WTRC.
- There are circumstances under which you may be unable to make decisions about your health care. In these situations, you can select someone to make decisions for you. If you become unable to make decisions for yourself and have not completed an Out of Hospital (OOH) Advance Directive or indicated at the time of admissions who should make decisions for you, state law will require that WTRC staff turn to the following persons in the order listed for medical decision-making: your spouse, your adult children, your parents, or other nearest living relative.

## **BILLING INFORMATION**

- We will handle billing inquiries and questions promptly.
- We will submit insurance claims for you.
- You are responsible for prompt payment of services or items not covered by your insurance or by the WTRC Donor Sponsorship Program.
- We will provide an itemized bill to you upon request.

## **PATIENT PRIVACY**

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 and the privacy regulations of Texas establish certain guidelines for health care providers to follow in using or disclosing your protected health information. It is the policy and practice of WTRC to comply with these regulations. Please also note that photographs of patients are NOT allowed unless appropriate legal consents have been completed. At the time of your admission, you were offered a Notice of Information Practices, which describes how medical information may be used and disclosed, and how you can gain access to this information. Should you have any questions, our admissions staff will be glad to answer these for you. Should you believe your right to privacy has been denied, the organization's Privacy Officer can be contacted in Administration at the following phone numbers:

**ABILENE: (325) 793-3523**

**SAN ANGELO/OZONA: (325) 223-6301**

## **PATIENT GRIEVANCES**

If at any time a patient or a family member has a grievance regarding any aspect of treatment received, that patient and/or family member should first take the concern to the professional staff providing the service. If resolution is not achieved, an appeal should be made to the staff member's supervisor. If satisfactory resolution is still not reached, an appeal should be made to the Director of Human Resources at (325) 793-3538, or to the administrative assistant in Abilene, Larra Kitchens, at (325) 793-3523; or in San Angelo, Jamie Hill, at (325) 223-6301.

**Thank you for choosing  
West Texas Rehabilitation Center.  
We look forward to working closely with you  
to meet your rehabilitation needs.**



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