



THE CENTER FOR REHABILITATION

at BERKSHIRE MEDICAL CENTER

Outpatient Rehabilitation Services

Thank you for choosing us for your rehabilitative care. We appreciate your confidence in us and assure you that our goal is your good health.

Enclosed is some information that will assist you while you are receiving our services. If at any time you have questions that are not addressed here please present your questions to the receptionist, who will direct you to the appropriate staff for your answers.

TREATMENT PROGRAM

During your first few visits with us you will meet with members of our staff who are your rehabilitation team. Based on your goals, your team will design an individualized treatment program for your specific needs. The success of your rehabilitation depends on your active participation.

PATIENT RIGHTS

- ❖ You will be granted impartial access to treatment.
- ❖ Care is given with respect of each individual's spiritual and cultural beliefs.
- ❖ You have a right to privacy.
- ❖ All patient information is confidential.
- ❖ You have the right to complain without fear of reprisal.
- ❖ You may review your medical record. Your clinician can assist you with this.
- ❖ You may obtain a copy of your medical record by contacting our office personnel.
- ❖ If you have a patient care related ethics concern you may contact an Ethics Committee representative through the BMC Administration office at 413-447-2755.
- ❖ In compliance with Mass General Laws, Chapter III, Section 70E, every patient is entitled to a written notice of their rights. This complete document is available to you upon request.

PATIENT RESPONSIBILITIES

- ❖ To provide complete information regarding your health history and current problem.
- ❖ To report any changes in your health condition.
- ❖ To provide complete billing information and to assume financial obligations associated with your treatment.
- ❖ To obtain referrals from your primary care provider, if required.
- ❖ To pay co-pays as required by your insurance company.

INSURANCE COVERAGE

It is your responsibility to contact your insurer or employer regarding specific benefit coverage. Many managed care insurance policies require authorization prior to treatment.

SMOKING POLICY

Berkshire Medical Center and the Medical Arts Complex are smoke free environments. Please observe the no smoking policy on our campus.

CANCELLATION POLICY

You are asked to call 413-447-2234, 24 hours in advance if you are unable to keep a scheduled appointment. It is important to participate in the treatment that your physician has ordered for you. Frequent cancellations and no shows will result in termination of your treatment and your physician will be notified.

HOURS OF OPERATION

We are open from 7:30 AM to 7:30 PM Monday through Thursday, and 7:30 AM to 5:30 PM on Fridays. (Hours may differ depending on the program).

DISCHARGE PLANNING

Your discharge plan begins at your initial visit. Together, you and your clinician will establish goals and time frames for your treatment.

PARKING

Free Valet Parking is available at the Medical Arts Complex. Parking is available in front of the Medical Arts Complex as well as in the Parking Garage. The Parking Garage has an elevator and enclosed access to the Medical Arts Complex. Spaces designated with a disabled symbol are available to patients with disabled plates/place cards in both locations.

GUIDE AND ASSIST DOGS

Guide dogs and assist dogs are welcome.

PHONE NUMBERS

- ❖ Occupational Therapy 447-2234
- ❖ Physical Therapy 447-2234
- ❖ Speech Therapy 447-2234
- ❖ Audiology 447-2225