



PATIENT BILL OF RIGHTS

1. Be fully informed in advance about service/care to be provided, including the disciplines that furnish care and the frequency of visits as well as any modifications to the plan of service/care.
2. Participate in the development and periodic revision of the plan of service/care.
3. Informed consent and refusal of service/care or treatment after the consequences of refusing service/care or treatment are fully presented.
4. Be informed, both orally and in writing, in advance of the service/care being provided of the charges, including payment for service/care expected from third parties and any charges for which the client/patient will be responsible.
5. Have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality.
6. Be able to identify visiting staff members through proper identification.
7. Be free from mistreatment, neglect or verbal, mental, sexual and physical abuse including injuries of unknown source and misappropriation of client/patient property.
8. Voice grievances/complaints or recommend changes in policy, staff or service/care without restraint, interference, coercion, discrimination or reprisal.
9. Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
10. Choose a health care provider.
11. Confidentiality and privacy of all information contained in the Patient record and of Protected Health Information.
12. Be advised on company policies and procedures regarding the disclosure of clinical records.
13. Receive appropriate service/care without discrimination in accordance with physician orders.
14. Be informed of any financial benefits when referred to an organization.
15. Be fully informed of one's responsibilities.
16. Be informed of provider service/care limitations.
17. Be informed of patient rights under state law to formulate advanced care directives.
18. Be informed of anticipated outcomes of service/care and of any barriers in outcome achievement.

PATIENT RESPONSIBILITIES

1. Patient will not modify or alter the equipment provided without consent of the company.
2. Patient will use, maintain and clean equipment only in a manner consistent with the physician prescription, company instructions and manufacturer guidelines.
3. It is the responsibility of the patient to report any difficulties regarding use of the equipment to the company (and the physician, as necessary)
4. When required, while title to the equipment remains with company, patient will return equipment to company in good operating condition, less any allowance for reasonable wear and tear.
5. Equipment damage, loss or malfunction that fall outside the scope or term of any warranty will be the responsibility of the patient to pay.
6. Patient is responsible for payment of any non-covered charges.
7. Patient will ensure a safe home environment for any company service personnel making a visit.
8. Equipment must be made available to company staff for required maintenance, repairs and/or recalls.
9. Patient or responsible party must notify company when patient is hospitalized during the rental period of any durable medical equipment.
10. Patient must inform company of any changes in the following as soon as possible: Address, Phone Number(s), Name, Other Contact Information, Physician, Prescription(s), Equipment malfunctions/failures, Insurance Information.

