

Patient Bill of Rights & Responsibilities

Patient Rights – You have the Right:

- ✓ To considerate and respectful service.
- ✓ To obtain service without regard to race, creed, national origin, sex, age, disability or illness, or religious affiliation.
- ✓ To confidentiality of all information pertaining to your medical care and service.
- ✓ To a timely response to your request for service and to expect continuity of services.
- ✓ To select the home medical equipment supplier of your choice.
- ✓ To make informed decisions regarding your care planning.
- ✓ To be told what service will be provided in your home, how often, and by whom.
- ✓ To agree to or refuse any part of the plan of service or plan of care.
- ✓ To an explanation of charges including policy for payment.
- ✓ To voice grievances without fear, termination of service or other reprisals.
- ✓ To have your wishes honored as they apply to advance directives you have formulated.
- ✓ To have your pain assessed as it relates to the services provided.
- ✓ To have your communication needs met.

Patient Responsibility – You have the Responsibility:

- ✓ To ask questions about the part of the plan of service or plan of care that you do not understand.
- ✓ To protect the equipment from fire, water, theft or other damage while it is in your possession.
- ✓ To use the equipment for the purpose for which it was prescribed, following instructions provided for use, handling, care, safety, and cleaning.
- ✓ To supply us with needed insurance information necessary to obtain payment for services and assume responsibility for charges not covered. You are responsible for settlement in full of your account.
- ✓ To be at home for scheduled visits or notify us to make other arrangements.
- ✓ To notify us immediately of:
 - Equipment failure, damage, or need of supplies
 - Any change in your prescription or physician
 - Any change or loss in insurance coverage
 - Any change in address or telephone number, whether permanent or temporary
 - Any discontinued equipment or services
- ✓ To be respectful of the property owned by our company and considerate of our personnel.
- ✓ To contact us if you acquire an infectious disease during the time we provide service.