## Patient's Bill of Rights and Responsibilities

## You have the right to:

- 1. Considerate and respectful service.
- 2. Obtain service without regard to race, creed, national origin, sex, age, disability or illness, or religious affiliation.
- 3. Confidentiality of all information pertaining to you, your medical record, medical care and service.
- 4. A timely response to your request for service and to expect continuity of services.
- 5. Select the home medical equipment supplier of your choice.
- 6. Make informed decisions regarding your services.
- 7. An explanation of charges including policy for payment.
- 8. Agree to or refuse service.
- 9. Be informed on how to file a complaint/grievance as outlined in our Patient Complaint Procedure on page 6 of this booklet.
- 10. Voice grievances without fear of termination of service or other reprisals.
- 11. Have your communication needs met.
- 12. Be informed that you may contact us for any questions or concerns regarding your device or service at 1-800-962-9656 during our normal business hours of Monday – Friday 8:00 a.m. – 5:00 p.m. EST. For after hours, weekends, and holidays or to troubleshoot your device you may contact our nursing hotline that is available 24-hours a day, 7-days a week at 1-800-315-3287.

## You have the responsibility to:

- 1. Ask questions about any part of the services that you do not understand.
- 2. Protect the equipment from fire, water, theft or other damage while it is in your possession.
- 3. Use the equipment for the purpose for which it was prescribed, following instructions provided for use, handling care, and safety.
- 4. 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.
- 5. Notify us immediately of:
  - a. Equipment failure or damage.
  - b. Any change or loss in insurance coverage.
  - c. Any change of address or telephone number, whether permanent or temporary.
- 6. Be respectful of the property owned by our company and considerate of our personnel.
- 7. Contact us if you acquire an infectious disease during the time we provide services.

