

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.

