



Patient Bill of Rights & Responsibilities

As a patient you have the right to:

1. Expect considerate and respectful care, recognizing fully your dignity and individuality.
2. Participate in the development of the plan of care and discharge plan.
3. Know the name(s) and function(s) of any person or affiliated organization providing care and service.
4. Refuse treatment after being fully informed of and understanding the consequences of such action to the extent provided by law.
5. Be informed of the procedure for submission and resolution of complaints.
6. Voice complaints and recommend changes in policies and services to organization staff members, or any outside representative of your choice, free from interference, coercion, discrimination, or reprisal; and express complaints about the care or services provided and to have any organization investigate such complaints.
7. Be given data privacy and confidentiality; and refuse the release of records to an individual or organization except in the event of our transfer to a health care facility or as required by law or third party contracts.
8. Access to and review of your home care records according to organizational policy.
9. Be given identification by name, title, and organization affiliation of everyone who provides service to you.
10. Be given appropriate and professional quality home care services without discrimination against your race, creed, color, religion, national origin, or sexual preference from service.
11. Be informed of the criteria for administration to service and discharge from service.
12. Be given a statement of services provided and associated cost/payment responsibilities.
13. Be informed of any responsibilities you may have in the care process including payment of bills in a timely manner, notifying the organization of any changes in agreed delivery schedule, treating all organization employees in a kind and courteous manner, and provide an interpreter whenever possible in the event you or your family member does not speak English.
14. Be informed of the ownership of the organization.
15. Be informed of the right to formulate an Advanced Directive and/or Do Not Resuscitate (DNR) order.

Patient responsibilities:

1. The patient should promptly notify M.D. Medical Supplies, Inc. of any equipment failure or damage.
2. The patient is responsible for any equipment that is lost or stolen while in their possession and should promptly notify M.D. Medical Supplies, Inc. in such instances.
3. The patient should promptly notify M.D. Medical Supplies, Inc. of any changes to their address or telephone.
4. The patient should promptly notify M.D. Medical Supplies, Inc. of any changes concerning their physician.
5. The patient should notify M.D. Medical Supplies, Inc. of discontinuance of use.
6. Except where contrary to federal or state law, the patient is responsible for any equipment rental and sale charges which the patient's insurance company/companies does not pay.