

# Home Products Healthcare

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## **Patient Bill of Rights and Responsibilities**

### **Customer Rights**

#### ***You have the right to:***

- Be treated with courtesy, dignity and respect.
- Be informed of Home Products Healthcare's policies, procedures, the ownership of the company, and the process for reviewing and resolving your concerns or complaints on acceptance as a customer.
- Receive an explanation of all forms you are requested to sign, any charges for services and/or equipment and any eligibility of third party reimbursement.
- Participate in decisions regarding the services provided to you and to receive experimental treatment only with voluntary informed consent.
- Refuse all or part of your services and be fully informed of the consequences relating to that refusal.
- Confidentiality of all your records (except as provided for by law or third-party payer requirements) and to review and challenge the records for accuracy.
- Receive quality equipment and/or services in a timely manner, regardless of race, religion, political belief, sex, social status, age or disability.
- Be free from mental, physical, sexual and verbal abuse, neglect and any exploitation.
- Be assessed appropriately for pain management.
- Receive instructions from qualified personnel on the safe use and operation of equipment and your responsibilities regarding the equipment and/or services by qualified personnel.
- Express concerns or dissatisfaction and to suggest changes in any equipment and/or services without fear of reprisal, discrimination or unreasonable interruption of services.

#### ***You have a Responsibility to:***

- Notify the office of change of address, phone number, or insurance status.
- Notify the office when service or product is no longer needed.
- Notify the office in a timely manner if extra product or services will be needed.
- Notify the office of any change in condition, physician orders, or physician.
- Notify the office of an incident involving product.
- Meeting the financial obligations of your health care as promptly as possible.
- Providing accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters pertinent to your health.