



Patient Rights and Responsibilities

Patient Rights - You have the right:

- Participate in the development and periodic revision of the plan of service
- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of service
- Be informed in advance of care/service being provided and patient financial responsibility
- Receive information about the scope of services that the organization will provide and specific limitations on those services
- Participate in the development and periodic revision of the plan of service
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented
- Be informed of patient rights under state law to formulate an Advanced Directive, if applicable
- Have the patient's property and person treated with respect, consideration, and recognition of patient dignity and individuality
- Be able to identify visiting personnel members through proper identification
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of an unknown source, and misappropriation of patient property
- Voice grievances/complaints regarding treatment, care, or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated
- Confidentiality and privacy of all information contained in the patient record and of Protected Health Information (PHI)
- Be advised on the agency's policies and procedures regarding the disclosure of clinical records
- Choose a healthcare provider, including an attending physician, if applicable
- Receive appropriate care without discrimination in accordance with physician's orders, if applicable
- Be informed of any financial benefits when referred to an organization
- Be fully informed of patient's responsibilities

Patient Responsibilities - You have the Responsibility:

- To ask questions about any 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 damages while it is in your possession



- To use the equipment for the purpose for which it was prescribed, following instructions 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.