

STATEMENT OF PATIENT'S RIGHTS AND RESPONSIBILITIES

PATIENT RIGHTS

The patient has the right to:

- a. have his/her cultural, psychosocial, spiritual, and personal values, beliefs, & preferences.
- b. personal dignity, and considerate, respectful service.
- c. obtain service without regard to race, creed, national origin, sex, age, disability, diagnosis, or religious affiliation.
- d. access or receive an accounting of his/her health information, as permitted under applicable law.
- e. receive a written statement of the scope of services provided.
- f. be involved in decisions and make informed decisions about their service, to include resolution of dilemmas.
- g. to have family members or legal representatives involved in the decision of their care.
- h. refuse care, treatment, and services in accordance with law and regulation.
- i. have their life decisions (Advanced Directives, Living Wills) respected.
- j. effective communication.
- k. vocalize complaints and recommended changes without fear of reprisal or interruption of service.
- l. to have their complaints resolved within 5 calendar days.
- m. to receive written notifications of results within 14 calendar days.
- n. confidentiality, privacy, and security of patients and their property.
- o. be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation.
- p. timely response to his/her request for HME services.
- q. select the HME supplier of his/her choice.
- r. expect reasonable continuity of service.
- s. address safety and quality concerns to organizational management.
- t. an explanation of charges for equipment and/or supplies.

Note: Family members or surrogate decision makers may be involved in the patient's rights and decisions as allowed by applicable law.

The patient has the privilege of contacting The Joint Commission at (800) 994-6610 in the event he/she is dissatisfied or concerned with the service they received.

PATIENT RESPONSIBILITIES

Patients and their families, as appropriate, must:

- a. provide to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medications, and other matters pertaining to their health.
- b. provide perceived risks in their care and unexpected changes in their conditions.
- c. provide feedback about service needs and expectations, to include equipment malfunction.
- d. ask questions when they do not understand their care, treatment, and service or what they are expected to do.
- e. follow the care, treatment, and service plan developed.
- f. express any concerns about their ability to follow the propose plan of service.
- g. understand they are responsible for the outcomes if they do not follow the plan of service.
- h. follow the organization's rule and regulations, to include notifying organization of address or telephone changes.
- i. be considerate of the organization's staff.
- j. be responsible for protecting the organization's equipment from fire, water, theft, or other damage while in the patient's possession.
- k. promptly meeting any financial obligations agreed to with the organization.