



Client Rights & Responsibilities

Client Rights:

1. You have the right to be informed regarding the ownership and/or control of the organization. You have the right to be fully informed by the Home Medical Equipment in advance of receiving any HME services of your rights and responsibilities including financial obligation, billing policies, and payment procedures.
2. Be free from mistreatment, neglect, verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property.
3. You have the right to receive information necessary to give informed consent prior to the start of any procedure or treatment for which informed consent is required by law.
4. You have the right to receive and access services consistently and in a timely manner in accordance with organization's policies and procedures.
5. You have the right to receive home care equipment, treatment and services from qualified personnel and to receive instructions on self-care, safe and effective operation of equipment.
6. You have the right to refuse the treatment and equipment within the confines of the law and to be informed of the consequences of refusing the treatment.
7. You have the right to formulate advanced directives and be informed of the home medical equipment's policy regarding such rights. You have the right to receive care/equipment without regard to advance directive status.
8. You have the right to confidential clinical records concerning your care and equipment management with the confines of the law.
9. You have the right to voice grievances about your equipment management without reprisal. Contact names, phone numbers, hours of operation and how to communicate problems to the agency are provided at time of transaction. Have grievances/complaints regarding treatment or care that is or fails to be furnished, or lack of respect of property investigated.
10. You have the right to be advised of any change in the plan of care before the change is made.
11. You have the right to participate in the planning of the care and planning changes in the care, and to be advised that you have the right to do so.
12. You have the right to receive quality home care equipment and services that meet or exceed professional and industry standards regardless of race, creed, gender, age, handicap, sexual orientation, veteran status, or lifestyle.
13. If you are incapable of exercising your rights as a patient, your family or surrogate as allowed by law may exercise your rights for you.
14. You have the right to receive disclosure information regarding any beneficial relationships the organization has that may result in profit for the referring organization.
15. Receive information about the scope of services that the organization will provide and the specific limitations on those services.
16. Be able to verify visiting personnel members through proper identification.
17. Have confidentiality and privacy of all information contained in all the client/patient record and Protected Health Information.





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Client Rights:

18. Choose a health care provider, including choosing an attending physician.
19. Be fully informed of one's responsibilities.

Client Responsibilities:

1. You are responsible for providing complete and accurate information about illnesses, hospitalizations, and other matters relating to your health.
2. You are responsible for treating personnel with respect.
3. You are responsible for cooperating with personnel and asking questions if you do not understand any instructions or information given to you.
4. You are responsible of informing Hancock Regional Home Medical Equipment when you are not available for deliveries.
5. You are responsible for the equipment placed in the home and the safe use according to instructions provided. Protect equipment from fire, water, theft or other damage. You agree not to transfer or allow your equipment to be used by another person without prior consent of the company and further agree not to modify or make attempt to repair equipment.
6. You are responsible for equipment rental and/or charges which your insurance company does not pay. You are responsible for prompt settlement, in full, of your accounts unless prior arrangements have been made.

Suburban
Home Medical Equipment

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