

Our Mission: Improve the Quality of Life in the Communities We Serve

CLIENT BILL OF RIGHTS AND RESPONSIBILITIES CONSUMER STATEMENT OF ORIENTATION INCLUDING RIGHTS OF THE ELDERLY

The law provides you with certain rights as a consumer and with additional rights if you are 55 years of age or older. All consumers have these rights.

YOU HAVE THE RIGHT:

- To Be Treated As A Citizen.
- To Be Free From Physical Or Chemical Restraints Unless Ordered By A Physician To Protect Yourself Or Others.
- To Have A Family Member Or Guardian Exercise Your Rights As A Consumer Of DME Supplier If You Are Judged Incompetent.
- To Have The Consent Of Your Guardian Before Participation In A Behavior Modification Program Involving Use Of Restraints Or Adverse Stimuli For Mentally Retarded Individuals.
- To Be Free From Physical, Mental Abuse Of Exploitation.
- To Be Treated Individually With Respect, Considerations, And Dignity With Personal Care And Privacy.
- To Not Be Denied Appropriate Care On The Basis Of Race, Sex, Religion, Color, National Origin, Marital Status, Or Source Of Payment.
- To Communicate With Others In Native Language To Acquire Treatment, Care Or Service.
- To Voice Commendations Or Grievances, Concerning Treatment Or Care Or The Lack Or Respect For Property Without Restraint, Or Interference, Coercion, Discrimination, Or Reprisal By Contacting Your Dme Supplier.
- The Freedom To Associate, Communicate And Meet Privately With Others And Restrict Unauthorized Individuals From Handling Your Mail.
- The Freedom To Participate In Activities Of Social, Religious, Or Community Groups Unless Physician Determines Participation Would Be Harmful.
- To Manage Your Personal Financial Affairs And Request A Written Receipt For Financial Services Performed By An Authorized Individual.
- To Have Access To Your Own Records With Knowledge That Records Are Confidential And Are Not Released Without Your Written Consent, Unless Authorized By Law.
- To Have Your Property And Privacy Treated With Respect; And All Your Medical, Financial, And Other Care Related Information Treated As Confidential.
- To Receive Answers To Your Questions Concerning Health Treatments And Conditions Unless Prohibited In Writing By A Physician.
- To Choose A Personal Physician
- To Be Informed In Advance And Participate In Planning Your Total Care And Frequency.
- To Refuse Treatment After Possible Consequences Of Refusing Treatment Are Fully Explained.
- To Not Receive Experimental Treatment Or Participate In Research Unless You Give Written, Voluntary Informed Consent.
- Not Be Required To Perform Services For DME Supplier.