

## **PATIENT'S RIGHTS**

All patients shall have rights which include, but are not limited to the following:

- Receive service without regard to race, creed, gender, age, handicap, sexual orientation, veteran status or lifestyle.
- Participate in the consideration of ethical issues that arise in your care.
- Receive information in manner in which he/she can understand and be able to give informed consent to the start of any procedure or treatment.
- Be provided with information concerning those aspects of his/her condition related to the care provided by Physio Care Inc. or other agencies contracted by Physio Care Inc.
- Be informed of any responsibilities he/she may have in the care process.
- Have care provided by qualified personnel who are knowledgeable to perform procedures at the level of care required.
- Refuse treatment to the extent permitted by law and to be informed of the consequences of such action.
- Be informed of the availability, upon request, of Physio Care Inc. policies and procedures.
- Be informed, at admission, of the organization's charges and policies concerning payment for services.
- Discuss problems and suggest changes regarding the services or staff without fear of discrimination.
- Privacy concerning his/her records.
- Expect and receive care in a timely manner, appropriate to his/her needs.
- Choose his/her homecare provider.
- Formulate advance medical directives, which are legal documents that allow him/her to give direction for his/her future medical care.
- Be free from any mental, physical abuse, neglect or exploitation of any kind by staff.
- Have his/her property treated with respect.

## **THE PATIENT'S RESPONSIBILITIES**

Physio Care Inc. and its personnel have the right to expect behavior on the part of patients and their relatives and friends, which considering the nature of their illness and predicament, is reasonable. These responsibilities include but are not limited to the following:

- Give accurate and complete health information concerning your past illnesses, hospitalization, medications, allergies, infections, diseases and other pertinent items.
- Assist in developing and maintaining a safe environment.
- Participate in the development of and adhere to your homecare plan of service/treatment.
- Request further information concerning anything you do not understand.
- Contact your doctor whenever you notice any change in your condition.
- Contact Physio Care Inc. whenever you have an equipment problem or change doctors.
- Contact Physio Care Inc. whenever you have received a change in your homecare prescription.
- Contact Physio Care Inc. whenever you are to be hospitalized or receive services from a home health agency pursuant to a Medicare plan of care.
- Give information regarding concerns and problems you have to Physio Care Inc.
- Ensure that the financial obligation for your equipment is fulfilled promptly.
- Maintain and repair purchased equipment when equipment is no longer under warranty.
- Follow equipment care procedures as outlined on equipment orientation form.

Mission Statement: Physio Care Inc is dedicated to exceeding our customer's expectations in providing the greatest quality and value in electrotherapy and Rehabilitation products, supplies and services.

As a valued customer, your satisfaction is important to us. If at any time we do not meet your expectations, please contact us at 1-800-610-7913 and we will ensure that any complaints you have will be properly addressed.

To Report abuse, neglect, or exploitation of a disabled adult or elderly person, please contact the National Domestic Hotline 1-800-799-SAFE (7233)

If your concerns meets the definition of an emergency situation: First call 911 then call the Abuse Hotline.

To report Medicare Fraud call: 1-800-MEDICARE (1-800-633-4227)