

Funding Packet

Patient Bill of Rights and Responsibilities

Bill of Rights

- Have one's property and person treated with respect, consideration and recognition of client/patient dignity and individuality.
- Be notified in advance of the types of care, frequency of care, the clinical specialty providing care and be notified in advance of any change in your plan of care and treatment.
- Participate in developing and revising of the plan of care.
- Be provided equipment and service in a timely manner.
- Be informed, both orally and in writing, in advance of service/care being provided, of the charges, including payment for service/care expected from third parties and any charges for which the client/ patient will be responsible.
- Voice grievances/complaints regarding treatment or care, lack of respect of property or recommended changes in policy, staff, or service/care without restraint, interference, coercion, discrimination, or reprisal and have these complaints fully investigated.
- Purchase or rent inexpensive or routinely purchased durable medical equipment
- Expect that we will honor the manufacturer's warranty for equipment purchased from us.
- Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information.
- Be advised on agency's policies and procedures regarding the disclosure of clinical records.
- Access, request an amendment to, and receive an account of disclosures regarding your health information as permitted under applicable law.

Responsibilities

- Notify the company of change of address, phone number, or insurance status.
- Inform the company when service or equipment is no longer needed.
- Notify the company in a timely manner if extra equipment or services will be needed.
- Participating in the plan of care/treatment.
- Inspect equipment upon delivery and report any problems or issues within the 30 day return period.
- Advise the company of an incident involving equipment.
- Meeting the financial obligations of your health care as promptly as possible.
- Providing accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters pertinent to your health.
- Be aware of warranty information and expiration dates. Reminders may be provided as a courtesy only.

Our Rights

As your provider of choice we have the right to:

- Terminate services to anyone who knowingly furnishes incorrect information to our company to secure durable medical equipment.
- Refuse services to anyone who during direct care is threatening, intoxicated by alcohol, drugs and/or chemical substances and could potentially endanger our staff and patients.

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