

## **PATIENT RIGHTS AND RESPONSIBILITIES**

### **AS OUR CUSTOMER / PATIENT, YOU HAVE THE RIGHT TO:**

- Be treated with dignity, courtesy and to have your property respected;
- Receive reasonable coordination and continuity of services from the referring agency to the home medical equipment services and/or the home infusion services;
- Receive a timely response from our agency when information and/or home medical equipment, and/or pharmaceutical products/services are needed or requested;
- Be fully informed of our policies and procedures;
- Be informed of your eligibility for third party reimbursement as well as any charges for products and/or services that you are required to pay;
- Receive an explanation of all the forms you are requested to sign;
- Receive your products and services without regard for race, religion, political belief, sex, social status, age and/or handicap;
- Receive proper identification from personnel providing services;
- Participate in decisions concerning your equipment, product and supply needs, including the right to refuse service within the confines of law, and be informed of the potential consequences of this action;
- Participate in decisions surrounding the formulation of advance directives and/or the consideration of ethical issues that may arise;
- Have all of your records and communications, both verbal and written, treated confidentially;
- Be told as to whom information will be released and for what purpose;
- Access your clinical records, challenge and have your record corrected for accuracy;
- Express dissatisfaction and suggest changes in any service without fear of coercion, discrimination, reprisal, or unreasonable interruption in service;
- In cases where service was denied by your health plan you have the right to appeal the decision with your health plan.
- Have your pain appropriately assessed and managed;
- Have your personal, cultural and ethnic preferences considered;
- Receive information about how our company receives and reconciles your complaints and/or concerns;
- Be informed of your patient responsibilities; and
- Be assured that all our staff members honor your rights.

### **YOUR RESPONSIBILITIES INCLUDE:**

- Use the equipment, medication and supplies with reasonable care, in the

manner that was intended;

- Not alter or modify the equipment and return it in good working order considering normal wear and tear;
- Store medication, supplies and equipment as instructed by our staff and provide reasonable care to prevent these items from being damaged, lost or stolen;
- Promptly report any malfunction or defects in any of the equipment, products or supplies that we have provided so that we can repair or replace it;
- Permit authorized representative of our company access to all rental equipment for repair, replacement, maintenance and/or pick up;
- Keep the equipment, products and supplies in your possession at the agreed upon address unless otherwise authorized by our organization;
- Notify our company if you are hospitalized, plan to leave the area, change health care insurance, physician or treatment;
- Notify our company if your treatment is changed, suspended or otherwise terminated;
- Accept financial responsibility for the equipment, products and supplies provided by our company.

***OXYLIFE RESPIRATORY SERVICES, LLC IS NOT RESPONSIBLE  
FOR ACCIDENTS OR INJURIES CAUSED DIRECTLY OR  
INDIRECTLY IN THE USE OF RENTAL EQUIPMENT.***