



**POLICIES/PROCEDURES**

<b>TITLE: PATIENT RIGHTS AND RESPONSIBILITIES</b>  <b>POLICY / PROCEDURE NO.: 1.001</b>	Page 1 of 2
	Dept.: Administration
	Effective Date: 01/02/17
	Supersedes: 12/15/15

**POLICY:**

Every patient served by the Company is accorded specific rights and responsibilities in compliance with state, federal, ACHC, and payor requirements. The purpose of these rights and responsibilities is twofold: 1) to provide structure to the patient-provider relationship and, 2) to facilitate the ability of our patients to actively participate in their care. All staff members are required to uphold the rights and responsibilities of the patient, without exception, to the extent provided by law and regulation.

**PURPOSE:**

The intended purpose of the policy is to define the rights and responsibilities of the patients. These rights and responsibilities form the basis of the patient-provider relationship that encourages each individual served to be an active participant in his/her care.

**PROCEDURE:**

1. Upon admission to the Company’s services, every patient is provided with a Patient Handbook that describes each of the rights and responsibilities of the patient.
2. Patients should receive an explanation of these Rights and Responsibilities in a manner and language that they can reasonably be expected to understand.
3. These rights include the right to:
  - a. Be treated with dignity, courtesy and to have their property respected;
  - b. Receive reasonable coordination and continuity of services from the referring agency to the home medical equipment services and/or home infusion services;
  - c. Receive a timely response from the Company when information and/or home medical equipment and/or pharmaceutical products/services are needed or requested;
  - d. Be fully informed of the Company’s policies and procedures;
  - e. Be informed of the patient’s eligibility for third party reimbursement, as well as, any charges for products and/or services that the patient is required to pay;
  - f. Receive an explanation of all the forms the patient is requested to sign;
  - g. Receive products and services without regard for race, religion, political belief, sex, social status, age and/or handicap;
  - h. Receive proper identification from personnel providing services;
  - i. Participate in decisions concerning prescribed 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;



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- j. When service is denied by your health plan you have the right to appeal the denial to your health plan.
  - k. Participate in decisions surrounding the formulation of advance directives and/or the consideration of ethical issues that may arise;
  - l. Have all related records and communications, both verbal and written, treated confidentially;
  - m. Be told to whom protected health information (PHI) and medical record information will be released and for what purpose;
  - n. Access your clinical records, challenge content and make request(s) for correction of the medical record;
  - o. Express dissatisfaction and suggest changes in any service without fear of coercion, discrimination, reprisal, or unreasonable interruption in service;
  - p. Have your pain appropriately assessed and managed;
  - q. Have your personal, cultural and ethnic preferences considered, including the right to and need for effective communication;
  - r. Receive information about how our company receives and reconciles your complaints and/or concerns;
  - s. Be informed of your patient/client responsibilities;
  - t. Be assured that all our staff members honor your rights.
4. The patient's responsibilities include the responsibility to:
- a. Use the equipment, medication and supplies with reasonable care, in the manner that was intended;
  - b. Not alter or modify the equipment and return it in good working order, considering normal wear and tear;
  - c. Store medication, supplies, and equipment as instructed and provide reasonable care to prevent these items from being damaged, lost, or stolen;
  - d. 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;
  - e. Permit authorized representatives of the Company access to all rental equipment for repair, replacement, maintenance and/or pick up;
  - f. Keep the equipment, products and supplies in your possession at the agreed upon address unless otherwise authorized by the Company;
  - g. Notify the Company if you are hospitalized, plan to leave the area, change health care insurance, physician or treatment;
  - h. Notify the Company if your treatment is changed, suspended or otherwise terminated;
  - i. Accept financial responsibility for the equipment, products, and supplies provided by the Company.
5. Patients or their designated representatives, in signing the consent document, acknowledge their receipt of the Patient's Rights and Responsibilities document in the Patient Handbook.
6. All new employees are oriented to the Patient's Rights and Responsibilities during their probationary period and, as often as necessary to promote the mission of the organization.



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7. If a patient cannot read the statement of rights and responsibilities, it will be read to them and a copy given in a language the patient understands.
8. If the patient is a minor, the parent or legal guardian will be fully informed of these rights and responsibilities.