

Customer Rights

The customer's right for considerate and respectful care including respect for his/her cultural, psychosocial, spiritual and personal values, beliefs and preferences.

The customer's right to expect reasonable safety in equipment and supply delivery and set-up.

The customer's right to be informed of the nature and purpose of any technical procedure to be performed.

The customer's right to expect appropriate assessment and management of pain.

The customer's right to expect that equipment, products and services ordered by the physician will be available and provided in a timely manner, and if referral to an alternative source is required, the customer will be informed as soon as possible.

The customer's right to participate in and make informed decisions involving his/her care, including information concerning diagnosis and outcomes of care, treatment and services in a form that the patient can be reasonably expected to understand. When a patient is unable to make decisions about his/her care, our treatment or our service(s) staff will respect the surrogate decision-maker's right to refuse care, treatment or services on the patient's behalf, in accordance with law and regulation.

The customer's right for communication despite all disabilities or language barriers.

The customer's right to refuse treatment, accepting full responsibility for that refusal.

The customer's right to personal and environmental privacy and security.

The customer's right to accept or decline participation in any research, experimentation or educational training.

The customer's right to be informed of policies and procedures including eligibility for reimbursement and his/her financial responsibility.

The customer's right to receive service regardless of race, religion, color, national origin, sexual preference, sex, marital status, age, disability or source of payment.

The customer's right to be informed of names, titles and qualifications of staff.

The customer's right to be free of mental, physical, sexual and verbal abuse and neglect or exploitation.

The customer's right to privacy concerning his/her care. Customer records and communications are to be treated confidentially, and appropriate consents will be obtained as needed, including consent for any recording or filming for purposes other than treatment and services to be provided to the patient.

The customer's right to access, request amendment to and receive an accounting of disclosures regarding his/her own health information as permitted under applicable law.

The customer's right to voice concerns and discuss problems about his/her care with the company and/or legal authorities without being subject to coercion, discrimination, reprisal or unreasonable interruption of services.

The customer's right to be informed of community resources that are best suited to his/her needs.

Customer Responsibilities

The customer's responsibility to provide accurate and complete information and notify the company of any change in status, including medical, address or insurance.

The customer's responsibility to make known whether he/she understands the products and services provided and what he/she is expected to do.

The customer's responsibility to comply with the service plan and to communicate any change in the physician or the physician's orders.

The customer's responsibility to plan for any emergencies that may occur in the home.

The customer's responsibility to respect the rights, professional integrity and dignity of those providing care.

The customer's responsibility to notify our staff if he/she wishes to cancel services or change a scheduled delivery/home visit.

The customer's responsibility to follow any instructions, rules and regulations as provided by company staff.

The customer's responsibility to properly store, clean and maintain equipment and supplies as recommended by the manufacturer and the company.

The customer's responsibility to contact the company when equipment is not working properly and to allow company staff access to equipment for repair and maintenance.

The customer's responsibility to meet the financial obligations agreed to with the company.