



Patient Rights and Responsibilities

Rights

1. The patient has the right to select those who provide your home care services.
2. To be provided with legitimate identification by any person or person who enters your residence to provide home care for you.
3. To receive the appropriate or prescribed service in a professional manner without discrimination relative to your age, sex, race, religion, ethnic origin, sexual preference, or physical or mental handicap.
4. To be provided with adequate information from which you can give your informed consent for the commencement of service, the continuation of service, the transfer of service to another health care provider, or the termination of service.
5. To express concerns or grievances or recommend modifications to you home core service without fear of discrimination or reprisal.
6. To receive care and services within the scope of your health care plan, promptly and professionally, while being fully informed as to our organization's policies, procedures, and changes.
7. To refuse care, within the boundaries set by law, and receive professional information relative to the ramifications or consequences that will or may result due to such refusal.
8. Subject to applicable law, the patient has the right to confidentiality of all information pertaining to his/her medical equipment and service. Individuals or organizations not involved in the patient's care may not have access to the information without the patient's written consent.
9. To request and receive data regarding services or costs thereof privately and with confidentiality.
10. To formulate and have honored by all health care personnel an advance directive such as a Living Will or a Durable Power of Attorney for Health care, or a DO NOT RESUSCITATE order.
11. To be free of pain.
12. To have your personal, cultural and ethnic preferences respected.

Responsibilities

1. The patient is responsible to provide complete and accurate information conveying present/past medical history, including medication and allergies, hospitalizations, when appropriate to your care/service.
2. To utilize the equipment provided for the purpose for which it was prescribed and only for the patient for whom it was prescribed.
3. To make a conscious effort to properly store and care for the equipment supplied. This includes proper cleaning, and protecting equipment from fire, water, theft or other damage while in the patient's possession.
4. Except where contrary to federal law, the patient is responsible for any equipment rental and sale charges which the patient's insurance company does not pay.
5. The patient is responsible for settlement in full of all his/her accounts.
6. The patient is responsible for notifying the organization immediately any service problem, equipment failure, defect or damage, and is responsible for any incidental or consequential damages caused by delay or failure to notify the organization when equipment attention is needed.
7. To notify the organization immediately of any address or telephone changes, whether temporary or permanent.
8. To notify the organization immediately of any changes or loss of insurance coverage.
9. To notify the organization immediately of any changes in his/her physician as well as any discontinuation or modification in home equipment prescription or hospitalization.
10. The patient must not permanently relocate any rental equipment from the address to which it was delivered, without the express permission of AtHome Medical. Further, the patient is responsible for the service, and/or repair, of any rental equipment that has been relocated from AtHome Medical's service area.

Warranty / Preventive Maintenance Information

AtHome Medical assumes responsibility for all preventive maintenance and needed repairs on rental equipment. The company will assist you in making arrangements for any repair or needed maintenance to your equipment while it is under warranty.

Warranty period under normal conditions – ambulatory aides, lifetime; CPAP/BIPAP equipment, one year; medication compressors, five years.

Preventive maintenance, if recommended by manufacturer, is noted in your instruction book please call AtHome Medical if you have any questions regarding maintenance, repair or supplies.

Scope of Service

- **Respiratory Therapy:** Patients have access to a team of respiratory therapists who are either registered (RRT) or certified (CRT).
- **Wound Care Services:** Patients get both personal attention and access to a full line of specialized equipment.
- **Pediatric Services:** Experienced team of nurses and therapists skilled in the high-tech care of infants through adolescents and their families.
- **Medical Supplies & Equipment:** Our team can provide state-of-the-art medical supplies and equipment for rental or purchase, including:
 - Respiratory Therapy Equipment
 - Oxygen Therapy Equipment
 - Wound Care Equipment
 - Durable Medical Equipment
 - Enteral Therapy Equipment
 - Urological Supplies
 - Medical Supplies

The Joint Commission Standard APR 8

If an individual has a concern about patient care and safety in the organization, that the organization has not addressed, he or she is encouraged to contact the organizations management. If the concern cannot be resolved through the organization, the individual is encouraged by the organization to contact The Joint Commission.

The public can contact the Joint Commission's Office of Quality Monitoring to report any concerns or register complaints about a Joint Commission- accredited health care organization by either call 1-800-994-6610 or emailing complaint@jointcommission.org.

Disaster Preparedness Tips

- **Keep aware of impending changes in the weather**
 1. Listen to your radio or local TV station
 2. Always have enough emergency supplies immediately available, such as:
 - a. Bottled water
 - b. Flashlights
 - c. Battery operated radio
 - d. Extra batteries
 3. If your medical equipment is electric and has a battery back up system, keep it plugged in
 4. If you use oxygen equipment, check the quantity left in your back up system
 - Call AtHome Medical to order needed refills
- **In an emergency situation (violent storm, flood, blizzard, etc.):**
 1. Listen to your radio for weather updates
 2. Call AtHome Medical if medical equipment/refills are needed
 3. If there is no telephone service and you have a medical emergency:
 - a. Proceed to hospital or nearest emergency shelter
 - b. Check to see if a neighbor can reach help at 911