

Patient Rights & Responsibilities

Policy & Form Cross-Reference

Form Title: Patient Rights & Responsibilities

Policy #: 2.2 equiv.

Policy Name: Client/Patient Rights and Responsibilities Statement

ACHC DRX Reference: DRX2-2A / DRX2-2B

CMS Standard: CMS Quality Standard, Section I.D (Consumer Services); CMS beneficiary rights framework

Accrediting Organization: ACHC

A Plus Medical Supply provides patients, caregivers, customers, facilities, and referral sources with general information concerning our staff and the time frame for completing physician orders and delivery.

PATIENT RIGHTS

You have the right to:

- Receive considerate and respectful service
- Obtain service without regard to race, creed, national origin, sex, age, disability, diagnosis, or religious affiliation
- Confidentiality of all information pertaining to your medical equipment/service, subject to applicable law — individuals or organizations not involved in your care may not access this information without your written consent
- Make informed decisions about your care
- Reasonable continuity of care and service
- Voice grievances without fear of termination of service or other reprisal
- Be fully informed in advance about the care/service to be provided, including any modifications to your plan of care
- Be informed, in advance, of your financial responsibility for equipment/services
- Participate in the development and periodic revision of your plan of care
- Refuse care or treatment after the consequences of refusing have been fully explained to you
- Be informed of your rights under state law to formulate an Advance Directive, if applicable

PATIENT RESPONSIBILITIES

You are responsible for:

- Promptly notifying A Plus Medical Supply of any equipment failure or damage
- Any equipment that is lost or stolen while in your possession, and promptly notifying A Plus Medical Supply if this occurs
- Promptly notifying A Plus Medical Supply of any changes to your address or telephone number
- Promptly notifying A Plus Medical Supply of any changes concerning your physician
- Any equipment rental or sale charges not paid by your insurance company/companies, except where contrary to federal or state law

QUESTIONS?

If you have questions about your rights or responsibilities, contact A Plus Medical Supply Inc at 458-225-9988.

