

PATIENT RIGHTS AND RESPONSIBILITIES

THE PATIENT HAS THE RIGHT TO:

- Refuse delivery of any and all equipment
- Prompt delivery and to be fully informed on the use and care of all Total Medical Supply, Inc. equipment in their home
- Expect that all information will be kept in confidence
- Expect all equipment to be clean and in good repair
- Have all questions answered promptly, correctly and courteously
- To be informed of all options if the need to transfer care arises
- To expect a resolution to any problem or complaint
- Know that if he/she is found unresponsive, Total Medical Supply, Inc. policy is for staff to call 911 for emergency medical intervention
- If you are receiving rehabilitation technology or clinical respiratory services, you have the right to an appropriate assessment and management plan
- Express dissatisfaction and suggest changes without coercion, discrimination, reprisal or unreasonable interruption in service

THE PATIENT HAS THE RESPONSIBILITY TO:

- Inform Total Medical Supply, Inc. of any change in the prescription
- Follow instruction in care and use of all equipment
- Keep Total Medical Supply, Inc. informed of any change in address, doctor and/or insurance carrier
- To order supplies or refills on a timely basis to accommodate reasonable delivery
- To have someone at home on the day the delivery is scheduled
- To understand that all rental equipment is rented on a monthly basis