



## **Patient Rights & Responsibilities**

### **Patient Rights:**

1. The patient has the right to considerate and respectful service.
2. The patient has the right to obtain service without regard to race, creed, national origin, sex, age, disability, diagnosis or religious affiliation.
3. Subject to applicable law, the patient has the right to confidentiality of all information pertaining to his/her medical equipment service. Individuals or organizations not involved in the patient's care, may not have access to the information without the patient's written consent.
4. The patient has the right to make informed decisions about his/her care.
5. The patient has the right to reasonable continuity of care and service.
6. The patient has the right to voice grievances without fear of termination of service or other reprisal in the service process.
7. Be informed, in advance both orally and in writing, of the product being provided, of the charges, including payment expected from third parties and any charges for which the client/patient will be responsible
8. Receive information about the products that the organization will provide and specific limitations on those services
9. Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property
10. Have grievances/complaints regarding products that are (or fail to be) furnished, or lack of respect of property investigated

### **Patient Responsibilities:**

1. The patient should promptly notify Brookshire Grocery Company of any equipment failure or damage.
2. The patient is responsible for any equipment that is lost or stolen while in their possession and should promptly notify Brookshire Grocery Company in such instances.
3. The patient should promptly notify Brookshire Grocery Company of any changes to their address or telephone.
4. The patient should promptly notify Brookshire Grocery Company of any changes concerning their physician.
5. The patient should notify Brookshire Grocery Company of discontinuance of use.
6. Except where contrary to federal or state law, the patient is responsible for any equipment rental and sale charges which the patient's insurance company/companies does not pay.