

SPECIAL CARE MEDICAL

Patient Rights and Responsibilities

You have the right to:

1. refuse delivery of any and all equipment.
2. receive a clear explanation about your condition
3. prompt delivery and to be fully informed on the use, and care of all Special Care Medical equipment in your home.
4. have Special Care Medical staff communicate in a language that is understandable to you.
5. expect that all information will be kept in strictest confidence.
6. have your personal privacy respected
7. expect all equipment to be clean and in good repair.
8. have your property respected during visits
9. have any questions answered promptly, correctly and courteously.
10. have personal, cultural, and ethnic preferences considered.
11. to participate in planning how service will be provided to you, and to be informed of all options if the need to transfer care arises.
12. to expect a resolution to any problem or complaint.
13. know that if he/she is found unresponsive, Special Care Medical 's policy is for staff to call 911 for emergency medical intervention.
14. express dissatisfaction and suggest changes without coercion, discrimination, reprisal, or unreasonable interruption in service.

You have the responsibility to:

1. give accurate and complete health information concerning your past use of equipment and any change in address, doctor, insurance carrier, prescription,.
2. assist in developing and maintaining a safe environment
3. follow instruction in care and use of all equipment.
4. request further information concerning anything you do not understand
5. treat Special Care Medical associates with respect, courtesy, and consideration
6. to order supplies or refills on a timely basis to accommodate reasonable delivery.
7. to have someone at home on the day delivery is scheduled.
8. to pay all invoices that are due; not covered by their insurance.
9. Accept the consequences of any refusal or choice of noncompliance, including changes in reimbursement eligibility

Any questions or concerns regarding your service or equipment should be directed to the Manager. It is the manager's responsibility to review all formal complaints and you will be entitled to a written response to your formal complaint.