

**PATIENT BILL OF RIGHTS AND RESPONSIBILITIES**

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We believe all patients receiving services from Healthcare HD should be informed of their rights. Therefore, you are entitled to:

1. Receive reasonable coordination and continuity of services from the referring agency for home medical equipment services.
2. Receive a timely response from Healthcare HD when homecare services/care is needed or requested.
3. Be fully informed in advance about service/care to be provided and any modifications to the Plan of Service/Care.
4. Participate in the development and periodic revision of the Plan of service/care.
5. Informed consent and refusal of service/care or treatment after the consequences of refusing service/care or treatment are fully presented.
6. Be informed in advance of the charges, including payment for service/care expected from third parties and any charges for which the patient will be responsible.
7. Have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality.
8. Be able to identify visiting staff members through proper identification.
9. Voice grievances/complaints or recommend changes in policy, staff or service/care without restraint, interference, coercion, discrimination or reprisal.
10. Choose a health care provider.
11. Confidentiality and privacy of all information contained in the patient record and of Protected Health Information.
12. Receive appropriate service/care without discrimination in accordance with physician orders.
13. Be informed of any financial benefits when referred to an organization.
14. Be fully informed of one's responsibilities.
15. Be informed of provider service/care limitations.
16. Be informed of patient rights under state law to formulate advance care directives.
17. Be informed of anticipated outcomes of service/care and of any barriers in outcome achievement.

**MEDICARE DMEPOS SUPPLIER STATEMENT**

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The products and/or services provided to you by Healthcare HD meet the supplier standards contained in the Federal regulations shown at:

***42 Code of Federal Regulations Section 424.57(c)***

These standards concern business professional and operational matters (e.g., honoring warranties and hours of operation). The full text of these standards can be obtained from the U.S. Government Printing Office website.

***Upon request we will furnish you a written copy of the standards.***

**PLEASE SIGN ON BACK AND RETURN THIS PAGE ALONG WITH  
THE SATISFACTION SURVEY IN THE ENVELOPE PROVIDED.**

**NOTE: All forms are available to view or print at any time: [www.HealthcareHD.com](http://www.HealthcareHD.com)**