

## PATIENT/CLIENT RIGHTS AND RESPONSIBILITIES

As a home care patient / client you have the right to:

1. Be given information about your rights for receiving home care services.
2. Receive a timely response from Crittenton Medical Equipment, LLC regarding your request for home care services.
3. Be given information about Crittenton Medical Equipment, LLC's policies, procedures and changes for services.
4. Choose your home care providers.
5. Be given appropriate and professional quality home care services without discrimination against your race, creed, color, religion, sex, national origin, sexual preference, handicap or age.
6. Be treated with courtesy and respect by all who provide home care services to you.
7. Be free from physical and mental abuse and/or neglect.
8. Be given proper identification by name and title of everyone who provides home care services to you.
9. Be given the necessary information so you will be able to give informed consent for your service prior to the start of any service.
10. Be given complete and current information concerning your diagnosis, treatment, alternatives, risks, and prognosis as required by your physician's legal duty to disclose in terms and language you can reasonably be expected to understand.
11. A plan of service that will be developed to meet plan of care/service.
12. Participate in the development of your plan of care/service.
13. Be given an assessment and update for your developed plan of care/service.
14. Be given data privacy and confidentiality.
15. Review your clinical record at your request.
16. Be given information regarding anticipated transfer of your home care to another health care facility and/or termination of home care service to you.
17. Voice grievance with and/or suggest change in home care services and/or staff without being threatened, restrained and discriminated against. Please see Customer Comment handout which explains how to file a grievance.
18. Refuse treatment within the confines of the law.
19. Be given information concerning the consequences of refusing treatment.
20. Have an advance directive for medical care, such as a living will or the designation of a surrogate decision maker, with respect to the extent provided by law.
21. Participate in the consideration of the ethical issues in your care.
22. If you have a complaint or suspect any actual or perceived fraudulent activities by Crittenton Medical Equipment LLC, please contact any of the following agencies: Medicare @ (800) 447-8477; Accreditation Commission for Health Care @ (888) 972-8610; American Board for Certification in Orthotics, Prosthetics & Pedorthics @ (703) 836-7114; or Michigan Licensing & Regulatory Affairs (LARA) @ (517) 373-1820.

As a home health care patient/client, you have the responsibility to:

1. Give accurate and complete health information concerning your past illnesses, hospitalization, medication, allergies and other pertinent items.
2. Assist in developing and maintaining a safe environment.
3. Inform Crittenton Medical Equipment, LLC when you will not be able to keep a home care visit.
4. Participate in the development and update of your home care plan of service/treatment.
5. Adhere to your developed / updated home care plan of service/treatment.
6. Request further information concerning anything you do not understand.
7. Contact your doctor whenever you notice any unusual feelings or sensations during your plan of service/treatment.
8. Contact your doctor whenever you notice any change in your condition.
9. Contact Crittenton Medical Equipment, LLC whenever you have an equipment problem.
10. Contact Crittenton Medical Equipment, LLC whenever you have received a change in your home care prescription.
11. Contact Crittenton Medical Equipment, LLC whenever you have are to be hospitalized.
12. Give information regarding concerns and problems you have to a Crittenton Medical Equipment, LLC staff member.
13. Contact Crittenton Medical Equipment, LLC prior to any change of address.
13. Contact Crittenton Medical Equipment, LLC if you acquire any infectious disease during the time you are receiving services and/or care from Crittenton Medical Equipment, LLC, except where exempted by law.

### Medical Supplier Standards Summary

In response to orders which it receives, Crittenton Medical Equipment, LLC fills those orders from its own inventory or inventory of other companies with which it has contracted to fill such orders or fabricates or fits items for sale from supplies it buys under contract; is responsible for delivery of Medicare covered items to Medicare beneficiaries; honors all warranties, expressed and implied, under applicable state law; will answer any questions or complaints a beneficiary has about an item or use of an item that is sold or rented to her or him and refers beneficiaries with Medicare questions to the appropriate carrier; maintains and repairs directly or through a service contract with another company, items it rents to beneficiaries; accepts returns of substandard (less than full quality for a particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted and/or sold) from beneficiaries; discloses consumer information to each beneficiary with whom it does business which consists of a copy of these supplier standards to which it must conform and complies with the disclosure provisions cited on the HCFA-192.

Delivery of an item as stated in supplier standard 2 on the HCFA-192 requires the supplier to convey or provide another entity to convey, an item to the beneficiary. The item may be delivered to the supplier's store for the beneficiary. However, if the item is large or requires assembly, the supplier must deliver the item to the beneficiary. The delivery of an item should be within accepted business practices.