

Mission Statement

To provide quality health care products while maximizing customer satisfaction in order to be realized as a responsible, caring, and competent medical equipment provider.

Patients Rights

As a patient/client of our company, you have rights, which include, but are not limited to the following:

1. Be given information about your rights for receiving health care services.
2. Receive a timely response from our company regarding your request for health care products.
3. Be given information about our company policies, procedures, and charges for services.
4. Freely choose your health care product provider(s).
5. Be given appropriate and professional quality health care products without discrimination in regards to your race, color, creed, religion, sex, national origin, sexual orientation, handicap, or age.
6. Be treated with courtesy and respect by all who provide health 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 health care services to you.
9. Be given the necessary information regarding treatment and choices concerning purchase options for durable medical equipment so you will be able to give informed consent for service prior to the start of any service.
10. A plan of care/service that will be developed to meet your unique service needs.
11. Participate in the development of your plan of care/service.
12. Be given an assessment and update of your developed plan of care/service as needed.
13. Be afforded privacy and confidentiality of medical conditions, medical records, and billing records.
14. Review our clinical record at your request.
15. Be given information regarding anticipated transfer of your health care to another health care facility and/or termination of health care service to you.
16. Voice grievance with and/or suggest change in health care service and/or staff without being threatened, restrained, and discriminated against.
17. Refuse treatment within the confines of the law.
18. Be given information concerning the consequences of refusing treatment.
19. Have an advance directive for medical care, such as a Living will or the designation of a surrogate decision maker, respected to the extent provided by the law.
20. Participate in the consideration of ethical issues that arise in your care.

Patient Responsibilities

As a patient/client you also have certain responsibilities. These responsibilities include the following:

1. Give accurate and complete health information concerning your past illnesses, hospitalization, medications, allergies, and other pertinent items.
2. Assist in developing and maintaining a safe environment within your home.
3. Inform our company when you will not be able to keep a health care visit.
4. Participate in the development and update of your health care plan of service/treatment.
5. Adhere to your developed/updated health care plan of service/treatment.
6. Request further information concerning anything you do not understand.
7. Contact your doctor whenever you notice any change in your condition.
8. Contact our company whenever your insurance company or plan changes.
9. Contact our company whenever you have an equipment problem.
10. Contact our company whenever you have received a change in your health care prescriptions.
11. Contact our company whenever you are to be hospitalized.
12. Contact our company prior to any change of address.