



PATIENT RESPONSIBILITIES

1. The patient or his/her caretakers should recognize a **Medical Emergency** and call for proper medical assistance if a medical emergency occurs (i.e., dial 911). The patient should not wait for HME Specialists to respond.
2. It is patient's responsibility to be at home for scheduled visits. If, for any reason, a patient cannot be at home for the visit, he/she should promptly notify HME Specialists of the situation so that we may re-schedule the visit.
3. Patients or their caretakers are responsible for learning and using the self administration techniques they are taught that are specific to their therapy.
4. Patients need to know how to contact their physician and HME Specialists.
5. Patients are to comply with their physician's instructions, at all times. If the physician changes, interrupts or discontinues the therapy, HME Specialists should be notified immediately.
6. Patients need to know the name(s) of the staff assigned to their care by HME Specialists.
7. If a patient experiences any unusual side effects, he/she should notify HME Specialists at once.
8. If a patient is admitted/re-admitted to the hospital, he/she should promptly notify HME Specialists.
9. The patient is responsible for taking good care of any HME Specialists property left at the patient's home. He/she is also required to return the property upon discharge, in good condition.
10. If there is a problem with equipment (e.g., malfunction, breakage, etc.) the patient should contact HME Specialists immediately.
11. The patient is responsible for proper storage of their supplies and equipment. Any questions regarding storage should be directed to HME Specialists.
12. The patient is responsible for notifying HME Specialists whenever supplies are needed.
- 13. The patient is responsible to notify HME Specialists regarding any changes in insurance coverage or any changes regarding payment for services rendered.**
14. The patient is responsible for obtaining and providing the Living Will, Power of Attorney and an Out of Hospital Do Not Resuscitate Order as desired. (If Applicable)



PATIENT RIGHTS

1. You have the right to exercise your rights as a patient of HME Specialists.
2. Your family or guardian may exercise your rights if you have been judged incompetent.
3. You have the right to have your property treated with respect.
4. You have the right to voice grievances regarding treatment or care that is (or fails to be) furnished, or regarding the lack of respect for property by anyone who is furnishing services on behalf of HME Specialists and must not be subjected to discrimination or reprisal for doing so.
5. This agency will investigate you or your family's complaints and will document both the existence of the complaint and the resolution of the complaint.
6. You have the right to be informed in advance about the care to be furnished, and of any changes in the care to be furnished.
7. HME Specialists will inform you in advance of the disciplines that will furnish care, and the frequency of visits proposed to be furnished.
8. HME Specialists will advise you in advance of the care and planning changes in the care or treatment.
9. You have the right to participate in the planning of the care, and planning changes in your care or treatment. You have the right to withhold or refuse certain types of care or services. However, if services are life sustaining, HME Specialists will attempt to resolve such conflicts and ethical issues with you or your representative and your physician, as required by law and regulation.
10. You have the right to confidentiality of your clinical record maintained by this agency. Information from your clinical record will not be released without your consent unless required by law.
11. Before care is initiated, HME Specialists will inform you orally and in writing of:
 - A. The extent to which payment may be expected from Medicare, Medicaid, or any other federally funded or aided program known to this agency.
 - B. The charges for services that will not be covered by Medicare.
 - C. The charges that you may have to pay.
12. HME Specialists will inform you orally and in writing of any known changes in these charges, as soon as possible, but no later than 15 working days from the date HME Specialists becomes aware of the change.
13. Complaints against HME Specialists or questions may be telephoned, toll-free to the Medicare Home Health Hotline: 1-800-228-1570 Monday through Friday during working hours. A recorder will answer at other times.