



PATIENT HAS A RIGHT TO:

- Be treated with dignity, courtesy and respect.
- Have relationships with home care providers that are based on honesty and ethical standards of conduct.
- Reasonable coordination and continuity of services from referring agency to home medical equipment service provider, timely response when home care equipment is needed or requested and to be informed in a timely manner of impending discharge.
- Be fully informed upon admission of the company's policies, procedures, ownership or control of the local facility and the process for receiving, reviewing and resolving your complaints or concerns.
- Receive complete explanations of charges for services and equipment, including eligibility for third-party reimbursement and an explanation of all forms you are requested to sign.
- Receive quality home care equipment and services that meet or exceed professional and industry standards regardless of race, religion, political belief, sex, social status, age or disability.
- Receive home care equipment and services from qualified personnel and to receive instructions on self-care, safe and effective operation of equipment and your responsibilities regarding home care equipment and services, including pain and pain management modalities.
- Participate in decisions concerning the nature and purpose of any technical procedure which will be performed and who will perform it, the possible alternatives and/or risks involved and your right to refuse all or part of the services and to be informed of expected consequences of any such action.
- Confidentiality of all your records (except as otherwise provided for by law or third-party payer contracts) and to review and even challenge those records and to have your records corrected for accuracy.
- Express dissatisfaction and to suggest changes in any service without discrimination, reprisal or unreasonable interruption of services.
- Be advised of the telephone number and hours of operation of the state's Home Health "Hot Line." The hours are 9 AM to 5 PM and the number is 1-800-315-0004.
- Be advised of any change in the plan of care before the change is made.
- Participate in the planning of the care and in planning changes in the care, and to be advised that you have the right to do so.
- Accept or refuse medical treatment while competent and to make decisions about care/services to be received should you lose competency.

PATIENT HAS A RESPONSIBILITY TO:

- Adhere to the plan of treatment or service established by their physician.
- Participate in the development of an effective plan of care which will involve the management of pain, if appropriate.
- Provide medical and personal information necessary to plan and provide services.
- Communicate any information, concerns and/or questions related to pain.
- Be available at the time deliveries are made and to allow Frontline Medical Innovations' representative to enter their residence at reasonable times to repair or exchange equipment or to provide care.
- Notify the company if he/she is going to be unavailable.
- Treat company personnel with respect and dignity without discrimination.
- Provide a safe environment for staff to provide care and services.
- Care for and safely use equipment, according to instructions provided, for the purpose it was prescribed and only for/on the client for whom it was prescribed. Monitor the quantity of oxygen, nutritional products, medications and supplies in their homes and reorder as required to assure timely delivery of the required items.
- Protect equipment from fire, water, theft or other damage. The client agrees not to transfer or allow his/her equipment to be used by any other person without prior written consent of the company and further agrees not to modify or attempt to make repairs of any kind to the equipment.
- Except where contrary to federal or state law, the client is responsible for equipment rental and sale charges which the client's insurance company or companies does not pay. The client is responsible for settlement in full of his/her accounts.
- The company should be notified of any changes in the client's physical condition, physician's prescription or insurance coverage. Notify the company immediately of any address or telephone changes whether temporary or permanent. Further, it is the patient's responsibility to notify their physician if their physical condition should change.

CLIENT INFORMATION:

- **After-Hours Services:**
 - An answering service will answer Frontline Medical Innovation's phones after normal business hours. You may leave a message that you wish to speak to a company representative and they will contact you during normal business hours, Monday-Friday 9am-5pm.
- **Complaint Procedure:**
 - You have the right and responsibility to express concerns, dissatisfaction or make complaints about services you do or do not receive without fear of reprisal, discrimination or unreasonable interruption of services. The company telephone number is (303)660-1238. When you call, ask to speak with the Operations Manager, Performance Improvement Coordinator, Supervisor or the Administrator/CEO.
 - Frontline Medical Innovations, LLC has a formal grievance procedure that ensures that your concerns shall be reviewed and an investigation started within 48 hours. Every attempt shall be made to resolve all grievances within 14 days. You will be informed in writing of the resolution of the complaint/grievance.
 - If you feel the need to discuss your concerns, dissatisfaction or complaints with other than Frontline Medical Innovations staff, the state provides a Home Health "Hot Line." The hours of operation are 9 AM to 5 PM and the number is 1-800-727-7086