

Everything CPAP Patient Rights & Responsibilities

Patient Rights

- Exercise these rights regardless of race, creed, religion, sex or source of payment.
- Considerate and respectful care.
- Examine and receive an explanation of your bill regardless of source of payment.
- Participate actively in decisions regarding your medical care, to the extent permitted by law; this includes the right to refuse treatment.
- Confidential treatment of all communications and records pertaining to your care.
- Receive information from your physician about your illness, your course of treatment, and your prospects of recovery in terms you understand.
- Receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or refuse this course of treatment.
- Reasonable responses to any reasonable requests you make for service.
- Refuse equipment or supplies even against the advice of your physician.
- Reasonable continuity of care and to know in advance the time and day for recurring deliveries of supplies and equipment.
- Know which patient responsibilities and policies apply to your conduct as a patient.
- Have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- Be given reasonable notice of discontinuation of services
- Knowledge of the name of the physician who has primary responsibility for coordinating your care.
- Full consideration of privacy concerning your medical care.
- The right to choose another vendor for your needs.
- Be advised if proposed to engage in or perform human experimentation affecting your care. You have the right to refuse to participate in such research projects.
- For your continued satisfaction we have a grievance procedure in place should you need to use it without fear of termination of service or other reprisals.

Patient Responsibilities

- Provide to the best of your knowledge accurate and complete customer information.
- Follow the plan of care or service recommended by your physician.
- Care for, use as instructed and return rental equipment in good condition, normal wear and tear expected.
- Pay for the replacement cost of any equipment damaged, destroyed or lost due to misuse, abuse or neglect.
- Notify us of any equipment malfunction or defect, and allow company technicians to enter the premises to repair, relocate or provide substitute equipment.
- Be responsible for any payment not paid by your insurance company, except when not allowed by law.
- Make it known that you clearly understand the equipment and services being provided.
- Advise us of any changes in your status, including change of address, medical condition, etc.
- Understand that the term of all rentals shall repeat monthly based on the date of the original rental
- Read and sign the Welcome Packet Check List and other necessary documentation
- Patient has a right to an Advanced Directive.
- Please see your physician for further information
- In case of medical emergency dial 911
- If you are in need of equipment or services during a natural disaster, contact your local authorities.