

Customer/Patient Rights

1. The patient has the right to considerate and respectful service, and to be treated with dignity and courtesy.
2. The patient has the right to obtain service without regard to race, creed, national origin, political affiliation, sex, gender, age, disability, illness, economic status, social status, diagnosis or religious affiliation.
3. Subject to applicable law, the patient has the right to privacy and confidentiality of all information pertaining to his/her medical equipment service. Individuals or organizations not involved in the patient's care may not have access to the information without the patient's written consent.
4. The patient has the right to make informed decisions about his/her care, and to participate in his/her care and care planning. The Company shall provide the patient and/or surrogate decision-maker with the necessary information about the outcomes of the patient's care, treatment or services that he or she needs to participate in current and future health care decisions, including information to give or withhold consent to treatment.
5. The patient has the right to reasonable continuity of care and service, and to participate in prompt and effective transfer to another organization or level of care or services, as applicable.
6. The patient has the right to formulate advanced directives, to be involved in decisions to withhold resuscitation and be involved in decisions to forgo or withdraw life-sustaining care. An "advanced directive" is a written statement, such as a living will, durable power of attorney for health care, or a "do not resuscitate (DNR)" order related to provision of health care when an individual is incapacitated. The Company will honor advanced directives if/when becoming aware of such information.
7. The patient has the right to voice grievances without fear of termination of service or other reprisal in the service process. The patient has the right to submit complaints or grievances to the Company at the contact information listed later in this document.
Please be aware that you may also contact The Board of Certification (BOC) at 877.776.2200 to report a complaint about Gerould's Professional Pharmacy. BOC is the accrediting body for Gerould's Professional Pharmacy that conducts our accreditation process for quality and compliance. A consumer complaints can also be filed in New York by calling the Consumer Assistance Hotline at 800-697-1220.
8. The patient has the right to expect the Company to investigate ethical issues associated with care or service; admission, transfer, discharge and/or billing/reimbursement practices; or other ethical issues regarding the relationship of our Company's personnel with other health care providers, educational institutions and/or payors.
9. The patient has the right to be informed of financial benefit, if any, to the referring entity when the patient is referred to another organization's services or individual.
10. The patient has the right to be free from mental or physical abuse, neglect or other types of exploitation by our personnel.
11. The patient has the right to accept or refuse treatment, equipment or services – all or in part, in accordance with law and regulation. If/when a surrogate decision-maker is responsible for making treatment, equipment or services-related decisions, the Company shall respect the surrogate decisionmaker's right to refuse treatment, equipment or services.
12. The patient has the right to be informed of our policies and procedures regarding disclosure of medical records and health information, in accordance with law and regulation, and to be informed of any Company limitations to care or services.
13. The patient has the right to be informed, both verbally and in writing, in advance of services being provided, payment expected from third parties, and an estimate of charge for which the patient will be responsible.
14. The patient has the right to be informed that his/her medical records and information provided to our Company may be subject to external review, when required by law, for appropriate billing purposes, or if requested by organizations authorized by the patient. Refer to the Company's Notice of Privacy Practices for additional information.
15. The patient has the right to, and need for, effective communication from the Company.
16. The patient has the right to receive respect regarding the patient's cultural, religious and personal values, beliefs and preferences.
17. The patient has the right to receive information in a manner that he or she understands (e.g., in a manner that meets the patient's needs, and is tailored to the patient's age, language and ability to

understand, using interpreting and translating services, and/or in a manner that is effective for patients with vision, speech, hearing or cognitive impairments).

18. The patient has the right to receive information pertaining to any sentinel events (incident or unanticipated outcome of the patient's care, treatment or services), when/if the patient experiences such an event.

19. The patient has the right to request cessation of any production of recordings, films or other images involving the patient to be used for purposes other than his or her care, and has the right to rescind consent before the recording, film or image is used.

20. The patient has the right to expect protection of his or her rights during any company-associated research investigation and clinical trials.

21. The patient has the right to receive information about the identity of the individual(s) providing his or her care, treatment or services.

22. The patient has the right to refuse to talk to persons not associated with the organization or not directly involved in the patient's care; such persons include Visitors, vendors, accreditation surveyors and representatives of community organizations.

As our patient/customer, you have the following responsibilities and duties:

1. The patient should promptly notify the Company of any equipment failure or damage.

2. The patient is responsible for any equipment that is lost or stolen while in their possession and should promptly notify the Company in such instances. It is the responsibility of the patient to protect the equipment from fire, water, theft or other damage while it is in the possession of the patient.

3. The patient should promptly notify the Company of any changes to his/her address or telephone, and/or any changes concerning his/her physician/prescriber or insurance coverage. The patient should also notify the Company of any admission to a hospital or a nursing home.

4. The patient should notify the Company when he/she will not be available for scheduled visits or services.

5. The patient should notify the Company of discontinuance of use of equipment or services, or if the physician/prescriber has changed his/her prescription or order for services or equipment.

6. Except where contrary to federal or state law, the patient is responsible for any equipment rental and sale charges which the patient's insurance company/companies does not pay. The patient should meet any financial obligation agreed to with the Company.

7. The patient should immediately notify the Company if any undue incident involving our personnel or equipment occurs.

8. The patient should notify the Company prior to traveling with rented equipment.

9. The equipment is to be used for the purpose for which it was intended and prescribed by the patient's physician. The patient should follow instructions for the proper use, handling, care, safety, troubleshooting, maintenance and cleaning procedures, and should return the rental equipment, as applicable, in good working conditions.

10. The patient should be respectful of our property and considerate to our personnel. The Company retains the right to refuse delivery of services to any patient/customer at any time. This policy is in the best interest of the health and safety of Company personnel.

11. The patient should promptly notify us if he/she acquires an infectious/communicable disease, or if he/she has a change in physical condition during the time that we are providing care or services.

12. The patient should ask questions about any part of the plan of care or services that he/she does not understand.

13. The patient has the responsibility to accept his or her share of the responsibility for the outcomes of treatment, care or services provided, if he or she does not follow instructions about the treatment, care or services provided.