



ELITE MEDICAL CARE

CLIENT-PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

We believe that all clients/patients receiving services from ELITE MEDICAL CARE, LLC should be informed of their rights. Therefore, you are entitled to:

1. Receive reasonable coordination and continuity of services from the referring agency for Home medical equipment services.
2. Receive a timely response from Elite Medical Care, LLC when home care services care is needed or requested.
3. Be fully informed in advance about service/care to be provided and any modifications to the plan of service/care.
4. Participate in the development and periodic revision on the plan of service/care.
5. Informed consent and refusal of service or treatment after the consequences of refusing service/care or treatment are fully presented.
6. Be informed in advance of the charges, including payment for service/care expected from third parties and any charges for which the client/patient will be responsible.
7. Have one's property and person treated with respect, consideration and recognition of client/patient dignity and individuality.
8. Be able to identify visiting staff members through proper identification.
9. Voice grievances/complaints or recommend changes in policy staff or service/care without restraint, interference, coercion, discrimination or reprisal.
10. Choose a health care provider.
11. Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information.
12. Receive appropriate service/care without discrimination in accordance with physician orders.
13. Be informed of any financial benefits when referred to an organization/
14. Be fully informed on one's responsibilities.
15. Be informed of provider service/care limitations.
16. Be informed of client/patient rights under state law to formulate advance care directives.
17. Be informed of anticipated outcomes of service/care and of any barriers in outcome achievement.
18. Receive reasonable coordination and continuity of services from the referring agency from home medical equipment services.
19. Receive a timely response from Elite Medical Care, LLC when home care services or care are needed or requested.
20. Be fully informed in advance about service or care to be provided and any modifications to the plan of service or the plan of care.
21. Participate in the development and periodic revision of the plan of service or the plan of care.

CLIENT RESPONSIBILITIES



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1. Client agrees that rental equipment will be used with reasonable care, not altered, or modified and returned in good condition (normal, wear, and tear excepted).
2. Client agrees to promptly report to Elite Medical Care, LLC any malfunctions or defects to rental equipment so that repair replacement can be arranged.
3. Client agrees to provide Elite Medical Care, LLC access to all rental equipment for repair replacement, maintenance, and or pick up of the equipment.
4. Client agrees to use the equipment for the purposes so indicated and in compliance with the physician prescription.
5. Client agrees to keep the equipment in their possession and at the address to which it was delivered unless otherwise authorized by Elite Medical Care, LLC.
6. Client agrees to notify Elite Medical Care, LLC of any hospitalization, change of insurance, address, telephone, physician, or for when need for medical equipment no longer exists.