

***CUSTOMER BILL OF RIGHTS - We believe that each customer/patient has the right to:***

1. Be treated with dignity, courtesy, and friendliness and to have their personal property respected.
2. Receive reasonable coordination and continuity of services for home medical equipment that are received.
3. Receive a timely response from the company when home medical equipment or additional information is needed.
4. Be fully informed of the company's policies, procedures, and charges for equipment services, including criteria for third party reimbursement and receive an explanation of all forms to be signed.
5. Receive home medical equipment regardless of race, religion, political belief, sex, social status, age, or handicap.
6. Receive proper identification including name and title from personnel providing services.
7. Participate in decisions concerning home medical equipment services needs including the development, implementation, and revision of relevant plans of services.
8. Have all records (except as otherwise provided for by law or third party payee contracts) and all communications, written or oral, between customers and health care providers treated confidentially.
9. Access all health records pertaining to the customer and the right to challenge and have the records corrected for accuracy.
10. Express dissatisfaction and suggest changes in any service without fear of coercion, discrimination, reprisal, or unreasonable interruption in service.
11. Receive information on the company's mechanism for receiving, reviewing, and resolving complaints or concerns.
12. Be assured that the company's staff shall honor all rights.
13. Be informed of all responsibilities regarding home medical equipment service usage and services.
14. Refuse all care/services for whatever reason at any time to the extent permitted by law and to receive accurate information relative to the potential consequences.
15. Be informed of home safety and fall prevention.
16. Choose a healthcare provider, including an attending physician.

***CUSTOMER RESPONSIBILITIES - We believe it is the responsibility of each customer/patient to:***

1. Use rental equipment with reasonable care, without modification or alteration and return in good condition when the need for such equipment no longer exists.
2. Promptly report any malfunctions or defects to the company.
3. Use the equipment for the purposes indicated in a safe and proper manner and in compliance with the physician's prescription and keep equipment in their possession at the address to which it was delivered unless otherwise authorized by the company.
4. Permit authorized company representative's access to all company owned equipment for the purposes of performing service, repair, replacement, or retrieval.
5. Notify the company of any change in health insurance, address, telephone number, physician, or prescribed use.
6. Notify the company upon admission to a hospital, skilled nursing facility, or whenever a physician indicates that the equipment is no longer necessary.
7. Accept all financial responsibility for home medical equipment furnished by the company.

***Terms between ADVANCED CARE Entities and our customer:***

1. The equipment and/or supplies on the delivery receipt have been received.
2. The customer will only use the equipment as prescribed.
3. The customer has inspected the equipment and finds it suitable for their needs.
4. This agreement is on a month to month basis according to a physician's prescription unless the customer fails to comply with patient responsibilities.
5. The equipment will be used in a proper manner only for the prescribed patient and at the designated location.
6. An ADVANCED CARE entity has provided the equipment according to the physician's orders. ADVANCED CARE is not liable for equipment that is prescribed.
7. An ADVANCED CARE entity has instructed the patient in the proper use and care of the equipment.
8. If the equipment is in need of repair, the customer will contact An ADVANCED CARE entity. ADVANCED CARE is not responsible for any damages incurred if the patient has not notified ADVANCED CARE MEDICAL SUPPLIES of any malfunctions.
9. ADVANCED CARE entities honor all warranties, express or implied, under applicable state laws.
10. The customer agrees to pay for any equipment damaged or lost equipment due to patient's neglect.
11. In case of any life-threatening situation the patient shall contact emergency medical or police services.

***THE MISSION OF ADVANCED CARE (all entities):***

***ADVANCED CARE is committed to excellence of care. We deliver the highest quality of care in all aspects of our business & improve our services by continuous performance improvement.***

## ***ETHICS***

***ADVANCED CARE (all entities) has established the following Code of Ethical behavior:***

1. Patient safety and health is always first with ADVANCED CARE.
2. We will do our best to provide information pertaining to services in a truthful, accurate, and complete manner to avoid patients misunderstanding of our services, or cost.
3. We will strive to use professional judgment and care and to never agree to unethical conduct.
4. Charge only fair and reasonable prices and to never have illegal transactions with other professionals.
5. We will continually strive to acquire more knowledge and to also educate our patients.
6. We will uphold the law, dignity, and honor of the Home Health Care Industry. To uphold ethical principles and not engage in any activity that is illegal or unethical in this industry.
7. To participate in organizations that promotes the betterment of the Home Patient Care Industry.
8. To respect the patient's right to confidentiality and only disclose information with patient authorization, except in the best interest of the patient or as the law demands.
9. To my knowledge always provide good quality equipment and supplies that meet standards required by law and uphold therapeutic value to the patient.

## ***ADVANCED DIRECTIVES INFORMATION***

Among the patient's rights is the freedom to choose to receive or to refuse medical treatment. Advance medical directives are legal documents that allow you to give directions for your future medical care. Advance medical directives help protect your right to choose by communicating your wishes for medical care if you become physically or mentally unable to do so yourself.

- Living Wills are written instructions that explain your wishes for medical care if you have a terminal condition or irreversible coma and are unable to communicate. (Not available in all states)
- A Durable Power of Attorney for Health Care is a document that lets you name a person to make medical decisions for you, if you become unable to do so.

*Advance medical directives allow you to limit certain life prolonging measures including:*

- Cardiopulmonary Resuscitation (CPR)
- Intravenous (IV) Therapy
- Feeding Tubes
- Pain Relief
- Respirators

*Should the patient need resuscitation ADVANCED CARE entities & staff does not provide CPR services.*

*Each employee may use his or her discretion as an individual if the situation presents itself.*

*If you need help and information concerning advance medical directives there are several sources available:*

- Hospitals & Other Health Care Facilities
- The State Attorney General's Office of Your State
- Your Personal Attorney

## ***EMERGENCY PREPAREDNESS:***

We are proud to be the provider of the medical equipment and supplies your doctor has prescribed. Our goal is to supply safe, easy-to-use, and dependable products to fill your home medical needs. Our equipment is designed to operate through most of life's daily inconveniences. In cases when mechanical failure or brief power loss might present undue hazard to your recovery; we strive to provide equipment and supplies to serve as a "back up" or reserve. However, there are occasional circumstances beyond our control, which you must now consider. There are potential disasters and emergencies during which your needs might well exceed the reasonable resources we can provide. An emergency might be described as any destructive event, threatening to life or limb, resulting in the failure of electrical power systems, communications, or transportation. Please ensure you have access to food/water/medications and ANY important documents.

Please take the time to consider the steps you would take in an emergency. If you are vulnerable because of immobility, dependent on medical equipment which requires electrical power, or simply living in an area likely to require evacuation in a major storm, consider now the plans and preparations you must make. Community resources you should consider might include the local Civil Defense office, the local Red Cross office, etc. Many localities now encourage medically needy or equipment-dependent people to pre-register for transportation, shelter, or assistance. If you have specific questions, please feel free to call your local Civil-Defense representative or ADVANCED CARE at any time.

***BASIC HOME SAFETY and PREVENTING FALLS IN THE HOME:***

\*For Seniors, falls in and around the home are the most frequently occurring accident \* Falls are the 6<sup>th</sup> leading cause of death in those over 65 \* Most home falls occur in the bathrooms, bedrooms and on stairs \* Nearly 1/3 of people over 65 fall each year, and increases to 50% by the age of 80 \* Those who have fallen once have a better chance of falling again unless steps are taken

**Fall Prevention Checklist**

**Lighting-** Turn on lights before entering a room \* Use night-lights in the bedroom, bathroom and hallways \* Have beds and chairs near lamps or light switches

**Bathrooms-** Install grab bars in showers, tubs and toilet areas \* Use bath mats with suction cups or non-slip rubber backs \* Use a shower chair in tub or shower \* Use skid-resistant throw rugs

**Floors, Walkways and Stairs-** Securely tack carpets to the floor \* Avoid throw rugs \* Avoid highly polished floors \* Keep walkways free of telephone and electrical cords \* Install handrails on both sides of stairs \* Clearly mark stairs and uneven flooring with glow-in-the-dark tape \* Remove clutter from stairs, walkways and floors \* Immediately clean up spills

**Other safety tips:** Have eyes checked yearly \* Review medications with your nurse, doctor or pharmacist. Some drugs, including over the counter drugs can make you drowsy, dizzy and unsteady. Taking 4 or more prescription medications increases your risk of falls \* If you feel dizzy or light-headed, sit down or stay seated until your head clears or call someone to help you. Stand up slowly to avoid unsteadiness \* Use cane, walker or walking stick as recommended \* Wear non-slip shoes or slippers with rough soles. \* Avoid clothes that are too big and can become tangled (nightgowns) \* Keep phone near bed or chair \* Don't hurry to answer the phone, they will call back \* Make sure you have a working smoke detector and an escape route planned in case of fire.

**HAZARDS FREQUENTLY FOUND IN THE HOME**

- ✓ SLIPPERY FLOORS
- ✓ POOR LIGHTING
- ✓ ELECTRICAL CORDS IN WALKWAYS
- ✓ LOOSE RUGS
- ✓ UNEVEN THRESHOLDS