



PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

UniMed provides a copy of the Patient Bill of Rights and Responsibilities to each patient upon admission. Copies of the Patient Bill of Rights and Responsibilities will be made available to anyone requesting a copy.

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES We believe that all patients receiving services from UniMed 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 UniMed when homecare 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 of the Plan of service/care.
5. Informed consent and refusal of service/care 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 patient will be responsible.
7. Have one's property and person treated with respect, consideration, and recognition of 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 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 of one's responsibilities.
15. Be informed of provider service/care limitations.
16. Be informed of patient rights under state law to formulate advanced care directives.
17. Be informed of anticipated outcomes of service/care and of any barriers in outcome achievement.

PATIENT RESPONSIBILITIES:

1. Patient 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. Patient agrees to promptly report to UniMed any malfunctions or defects in rental equipment so that repair/ replacement can be arranged.
3. Patient agrees to provide UniMed access to all rental equipment for repair/replacement, maintenance, and/or pick-up of the equipment.
4. Patient agrees to use the equipment for the purposes so indicated and in compliance with the physician's prescription.
5. Patient agrees to keep the equipment in their possession and at the address to which it was delivered, unless otherwise authorized by UniMed.
6. Patient agrees to notify UniMed of any hospitalization, change in customer insurance, address, telephone number or physician, and when the medical need for the rental equipment no longer exists.
7. Patient agrees to request payment of authorized Medicare, Medicaid, or other private insurance benefits to be paid directly to UniMed for any services furnished by UniMed.
8. Patient agrees to accept all financial responsibility for home medical equipment furnished by UniMed.
9. Patient agrees to pay for the replacement cost of any equipment damaged, destroyed, or lost due to misuse, abuse or neglect.
10. Patient agrees not to modify the rental equipment without the prior consent of UniMed.
11. Patient agrees that any authorized modification shall belong to the titleholder of the equipment unless equipment is purchased and paid for in full.
12. Patient agrees that title to the rental equipment and all parts shall remain with UniMed at all times unless equipment is purchased and paid for in full.
13. Patient agrees that UniMed shall not insure or be responsible to the PATIENT for any personal injury or property damage related to any equipment; including that caused by use or improper functioning of the equipment; the act or omission of any other third party, or by any criminal act or activity, war, riot, insurrection, fire or act of God.
14. Patient understands that UniMed retains the right to refuse delivery of service to any PATIENT at any time.
15. Patient agrees that any legal fees resulting from a disagreement between the parties shall be borne by the unsuccessful party in any legal action taken.