

## **PRIME MEDICAL SUPPLY, INC. CLIENT/PATIENT BILL OF RIGHTS AND RESPONSIBILITIES**

Medical Equipment and Supply recipients, (clients/patients) have a right to be notified in writing of their rights and obligations before delivery/service has occurred. The client/patient's family or guardian may exercise the client/patient's rights when the client/patient has been judged incompetent. Medical Equipment and Supply Providers have an obligation to protect and promote the rights of their clients/patient's, including the following rights:

- Be treated with dignity, courtesy and respect.
- Have relationships with the Medical Equipment Supply Providers that are based on honesty and Ethical Standards of Conduct.
- Reasonable coordination and continuity of services from referring agency to home medical equipment service provider.
- Be fully informed upon receiving service of the company's policies, procedures and process for receiving, reviewing and resolving your complaints or concerns.
- Receive complete explanations of charges for services and equipment, including eligibility for third-party reimbursement and an explanation of all forms you are requested to sign.
- Receive quality home care equipment and services that meet or exceed professional and industry standards regardless of race, religion, political beliefs, sex, social status, age or disability.
- Receive home care equipment and services from qualified personnel, to receive instructions on self care, safe and effective operation of equipment and your responsibility regarding home care equipment and services.
- Confidentiality of all your records except as otherwise provided by for law or third-party payer contracts. To review and challenge those records and to have your records corrected for accuracy.
- Express dissatisfaction and to suggest changes in any services without discrimination, reprisal or unreasonable interruption of services.
- To request proper identification of the Prime Medical Supply, Inc. employee upon entering into the patients residence.

Be advised of the telephone number and hours of operation of Prime Medical Supply, Inc. *The hours of operation are 9AM to 5 PM, Monday through Friday;* the toll free phone number is (888) 568-2337.

- Participate in the planning of the services, to include changes and to be advised that you have the right to do so.
- Accept or refuse medical equipment while competent to make decisions about such services to be received.

### **CLIENT/PATIENT RESPONSIBILITIES:**

Client/Patients have the responsibility to:

- Adhere to the plan of treatment or services established by their physician.
- Participate in the development of an effective plan of care.
- Provide medical and personal information necessary to plan, provide, and be reimbursed for services.
- Communicate any information, concerns and/or questions related to pain.
- Be available at the time deliveries are scheduled to be made and to allow the Prime Medical Supply, Inc., representative to enter their residence at a reasonable time to deliver, repair or exchange equipment.
- Notify Prime Medical Supply Inc. if he/she is going to be unavailable.
- Treat Prime Medical Supply Inc. personnel with respect and dignity without discrimination.
- Provide a safe and clean environment for Prime Medical Supply Inc. staff to provide service.

- Care for and safely use equipment according to instructions provided, for the purpose it was prescribed, and only for/on the client/patient for whom it was prescribed. Monitor the quantity of appropriate supplies and reorder as required to assure timely delivery of required items.
- Protect equipment/supplies from fire, water, theft or other damage. The client/patient agrees not to transfer or allow his/her equipment to be used by any other person and further agrees *not to modify or attempt to make repairs of any kind to the equipment.*
- Contact Prime Medical Supply Inc., should the need for rented equipment cease to exist, to allow a representative of Prime Medical Supply Inc. to pick-up such equipment.
- Except where contrary to federal or state law, the client/patient is responsible for equipment rental and sale charges which the client/patient's insurance company or companies does not pay. The client/patient is responsible for settlement in full of his/her account(s).
- Prime Medical Supply Inc. should be notified of any changes in the client/patient's physical condition, physician's prescription or insurance coverage.
- Notify Prime Medical Supply Inc. immediately of any address or telephone changes whether temporary or permanent.
- POA (Power of Attorney) on file if another person is signing on behalf of the patient.

## **CLIENT INFORMATION:**

### **After Hour's Services:**

- A message machine will record messages for Prime Medical Supply Inc. after normal business hours. You may leave a message and a Prime Medical Supply Inc. representative will return your call on the next business day. Prime Medical Supply Inc. can be reached toll-free at (888) 568-2337 or (951) 278-9111. Prime Medical Supply Inc. does not perform life-sustaining services or provide life-support services such as oxygen. We do not possess an on-call staff for after-hours services.

### **Complaint Procedure:**

- You have the right and responsibility to express concerns, dissatisfaction or make complaints about services/equipment you do or do not receive without fear of reprisal, discrimination or unreasonable interruption of services. Our toll-free corporate telephone number is (888)568-2337. When you call, ask to speak with the Director of Customer Service or the DME Operations Manager.
- Prime Medical Supply Inc. has a formal grievance procedure that ensures that your concerns shall be reviewed and an investigation started within 48 hours. Every attempt shall be made to resolve all grievances with in 14 days. You will be informed verbally of the resolution of the complaint/grievance. Written confirmation can also be provided upon request.

If you feel the need to discuss your concerns, dissatisfaction or complaints with someone other than Prime Medical Supply Inc. staff, the state of California provides a Home Health "Hot Line" for Medi-Cal beneficiaries. The hours of operation are 8:00 AM to 5:00 PM. The telephone number is 1-800-822-6222. Noridian Administrative Services provides a Home Health Hot Line for Medicare beneficiaries. The hours of operation are 6:00 AM to 2:00 PM Central Standard Time. The telephone number is 1-800-633-4227.

Licensed by the California Department of Public Health, Food and Drug branch. The phone number is 800-495-3232