

Patient Rights and Responsibilities

PATIENT RIGHTS

Patients receiving medical services and/or medical equipment have the following rights:

- Freedom from discrimination regarding age, race, creed, religion, sex, national origin, diagnosis or disability.
- To have your dignity, privacy and respect maintained at all times.
- To have your property treated with respect while staff members are in your residence
- To be informed about and participate in decisions regarding your care, including your individualized plan of care or service
- To be informed about any changes that may take place regarding your treatment or services
- Be provided with legitimate identification by anyone who enters your home to provide services to you on behalf of MaxMed
- To have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected
- To have your privacy and security or personal information protected and ensured at all times including all medical records information in accordance with law and regulation
- To appropriate assessment and management of pain as relevant to the services being provided
- To refuse care, treatment or services within the boundaries set by law, including the anticipated ramifications or consequences that may result due to the refusal of care and services
- To express complaints, grievances or concerns without fear of discrimination or reprisal
- To be provided with appropriate information from which you are able to give consent for care or service, and the continuation, transfer, or termination of said care or services
- To receive all information in a manner in which you understand
- To be informed in a timely manner if the prescribed care or services are not within the scope, mission, philosophy of MaxMed and therefore be provided with transfer assistance to another healthcare provider.
- Access to and the ability to request amendments to and receive an accounting of disclosure regarding your health information as permitted under applicable law.
- To be informed of any experimental or investigational studies that are involved in your care, and be provided the right to refuse any such activity.
- To honor your wishes regarding end-of-life decisions and be informed of any limitations MaxMed may have in respect to those wishes
- The products and/or services provided to you by MaxMed are subject to the supplier standards contained in the Federal regulations shown at 42 Code of Federal Regulations Section 424.57(c). These standards concern business professional and operational matters (e.g. honoring warranties and hours of operation). The full text of these standards can be obtained at <http://ecfr.gpoaccess.gov>. Upon request we will furnish you a written copy of the standards.

PATIENT RESPONSIBILITIES

Patients of MaxMed receiving medical services and/or medical equipment can assist us in providing for your medical needs by meeting the following responsibilities:

- Properly use, clean and store your equipment as instructed.
 - Provide complete and accurate information about your medical history, allergies, current medications, surgeries and other matters relating to your health.
 - Report any changes in your insurance or health care coverage.
 - Accept the consequences of any adverse outcomes that may occur if you do not follow the proposed plan of care or treatment course.
 - Maintain a safe environment in your home.
 - Review and understand the patient information given to you regarding your care and any equipment provided to you
 - Request additional information or other assistance with any information you are given that you do not fully understand regarding your care or services or the payment of your care or services.
 - Notifying MaxMed if you change your residence.
 - Notifying MaxMed if you experience a problem with your care or services.
 - Notifying MaxMed if you are admitted to the hospital or if your treating physician alters or ceases your plan of care, prescription for medication and/or equipment for care.
 - Informing MaxMed if you will not be home at the agreed upon time for delivery or home visit.
 - Extending courtesy and respect to MaxMed staff and the treatment of their property.
 - Meet your financial commitments as agreed to with MaxMed.
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