

# CUSTOMER BILL OF RIGHTS and RESPONSIBILITIES

**A2Z MEDICAL SUPPLIES, CO. personnel will recognize:**

## R I G H T S

- **The right** for considerate and respectful care.
- **The right** to expect reasonable safety in equipment and supplies delivery and set-up.
- **The right** to be informed of the nature and purpose of any technical procedure to be performed
- **The right** to expect services ordered by the physician will be available and provided timely, and if referral to an alternative source is required, the customer will be informed as soon as possible.
- **The right** to participate in decisions involving their care including all information concerning diagnosis in a form that the customer can be reasonably expected to understand.
- **The right** for communication through all disabilities or language barriers.
- **The right** to refuse service/equipment, accepting full responsibility for that refusal.
- **The right** to accept to decline participation in any research, experimentation, or educational training.
- **The right** to be informed of policies and procedures including eligibility for insurance reimbursement and financial responsibility.
- **The right** to receive service regardless of race, religion, color, national origin, sexual preference, sex, marital status, age, disability, or source of payment.
- **The right** to be informed of names, titles and qualifications of staff delivering service.
- **The right** to privacy concerning their care. Customer records and communications are to be treated confidentially.
- **The right** to voice concerns and discuss problems about their care without discrimination, reprisal or unreasonable interruption of services.
- **The right** to be informed of community resources which are best suited to their needs.
- **The right** to receive prescribed equipment and supplies in a timely manner.

## R E S P O N S I B I L I T I E S

- **The responsibility** to provide an accurate history and notify A2Z MEDICAL SUPPLIES, CO. of any change in their status, including medical, change of address, or insurance.
- **The responsibility** to comply with the physician's prescribed treatment.
- **The responsibility** to make known whether he/she understands the products and services provided.
- **The responsibility** to comply with the Plan of Care and Service (if applicable) and to communicate any change in the Plan of Care and or Service.
- **The responsibility** to plan for any emergencies that may occur in the home.
- **The responsibility** to respect the rights, professional integrity and dignity of those providing care.
- **The responsibility** to notify our staff if they wish to cancel services.
- **The responsibility** to inform our staff if unavailable for a scheduled visit.
- **The responsibility** to notify our staff of any change in physician or insurance within 30 days of change.
- **The responsibility** to contact A2Z MEDICAL SUPPLIES, CO. when equipment is not working properly.
- **The responsibility** to properly store, clean and maintain equipment and supplies as recommended by the manufacturer and A2Z MEDICAL SUPPLIES, CO.

A provider must protect and promote these rights.

A provider may not require a person to surrender these rights as a condition of receiving services.

A guardian or conservator, or when there is not guardian or conservator, a designated person may seek to enforce these rights.