

**Eagle Home Medical Corp.
1016 Julian Allsbrook Hwy.
Roanoke Rapids, NC 27870
1-252-537-024U**

**Patient's Bill of Rights and Responsibilities
regarding home medical equipment and clinical respiratory services**

As an Eagle Home Medical Corporation patient, you have the right to:

1. Be given information about your rights and responsibilities for receiving Eagle Home Medical equipment.
2. Receive a timely response from Eagle Home Medical regarding your request for home medical care services.
3. Be given information by Eagle Home Medical on policies and procedures for services, provided with equipment information and education as indicated including benefits, risks, and effects of care/services.
4. Make informed decisions about proposed and ongoing care.
5. Refuse delivery or service personnel who do not meet your expectations.
6. Recommend changes in policies and services to Eagle Home Medical staff without reprisal or disruption of service.
7. Be given appropriate and professional quality home medical equipment care services without discrimination against your race, creed, color, religion, sex, national origin, sexual preference, handicap or age.
8. Be treated with courtesy and respect by Eagle Home Medical Corporation with regard to cultural, psychological, spiritual and personal values, beliefs, and preferences.
9. Be given identification by name and title of Eagle Home Medical personnel who provide service to you or calls you on the phone.
10. Privacy, including confidential treatment of patients records, and to refuse release of records to any individual, outside Eagle Home Medical except your physician or in the case of your transfer to a health care facility or as required by law.
11. Have a visual and auditory privacy during care or services, You have the right to have your property respected by Eagle Home Medical personnel during visits and expect that Eagle Home Medical will take reasonable steps to ensure that your home security is not compromised during visits. If you feel unsafe at any time during Eagle Home Medical visits please contact us.
12. A plan of home health care service that will be developed to meet your unique health care needs.
13. Participate in the development of your home medical equipment plan or care/service.
14. Be given assessment and update of your developed plan of care/service.
15. Make an advanced directive and have your right to personal dignity supported by Eagle Home Medical staff.
16. Choose whether or not to participate in experimental studies or trials only after being given informed consent.
17. Access your Eagle Home Medical records, request amendment, and receive an accounting of disclosures regarding your health information.
18. Be given information regarding anticipated transfer or termination of services by Eagle Home Medical.
19. Refuse services within the confines of the law and be informed of the medical consequences of your actions.
20. Be given information concerning the consequences of refusing services.
21. Complete information regarding your diagnosis and treatment plan, you will not be subjected to any treatment without your voluntary complete consent, You have the right to receive this information in a manner you can understand. Should a language barrier be present, Eagle Home Medical will attempt to provide an interpreter or other communication device to assist in our mutual understanding of one another.
22. Expect that your right to pain management will be respected and supported by Eagle Home Medical Corp. staff and that pain related to the care/services provided will be recognized and addressed appropriately.
23. Be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation.
24. Be informed that Eagle Home Medical Corp.'s mission is to strive to provide high quality, cost-effective home care in a timely, efficient manner.
25. Voice concerns about quality of care and safety, to complain when our services do not meet your expectations, and to expect resolution to your complaint, concern or problem without discrimination, coercion, reprisal, or unreasonable interruption of services.
26. Register a complaint or concern about quality of care and safety, please call, write, or e-mail:

Jeff Peedin, Vice President Sales
Eagle Home Medical Corporation
1016 Julian Allsbrook Hwy. -
Roanoke Rapids, NC 27870
1-252-537-2400
1-800-226-1134
jjpeedin@eagle-home-medical.com

27. Know that if your concerns cannot be resolved through our organization, you are encouraged to contact the joint commission. Please call, write, or e-mail:

The Joint Commission
Office of Quality Monitoring
1 Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
1-800-94-6610
complaint@jointcommission.org

As an Eagle Home Medical patient you have the responsibility to:

1. Give accurate and complete health information concerning your past illness, hospitalization and other pertinent items.
2. Assist in developing and maintaining a safe home environment.
3. Inform Eagle Home Medical Corporation when you will not be able to keep home service/repair visit appointments.
4. Participate in the development and update of your home medical equipment your home care plan.
5. Adhere to your Eagle Home Medical plan of service.
6. Request further information concerning anything you do not understand.
7. Give information regarding concerns and problems you have to Eagle Home Medical.
8. Contact your doctor whenever you notice a change in your condition.
9. Inform Eagle Home Medical when you have a problem with your equipment.
10. Inform Eagle Home Medical when you have a change in your medical equipment needs.
11. Inform Eagle Home Medical when you are admitted to the hospital.
12. Inform Eagle Home Medical when you have concerns or problems.
13. Inform Eagle Home Medical of any changes in residence or phone number.
14. Inform Eagle Home Medical if you acquire any infectious disease.
15. You are responsible for following the treatment plan as ordered by your physician. If you do not understand your treatment plan, it is your responsibility to let us know.
16. The user of equipment shall have the sole responsibility and liability for any injury to persons or damage to property (including the equipment) resulting from (1) operation not in accordance with supplied operating instruction, (2) maintenance not in accordance with authorized maintenance instructions, (3) maintenance by anyone other than a factory authorized service representative, (4) modification of the equipment or accessories, or (5) use of damaged or unauthorized components and accessories. If you do not understand the instructions supplied it is your responsibility to let us know.
17. You are responsible for any consequences should you refuse treatment or service or if you do not follow the instructions given you pertaining to your therapy of equipment use.
18. You are responsible for respecting the rights of those professionals providing you service or care. You are also responsible for respecting the medical equipment/property that is placed in your home by our company.
19. You are responsible to pay any charges, incurred by you, not covered by your insurance or home health care program.