

Palmetto Breathing Solutions

Patient Rights and Responsibilities

As providers of oxygen and medical equipment to clients in their home environment, it is our duty to inform you about your responsibilities in receiving our services. You have the responsibility to:

- Provide accurate and complete information about your health and care as it pertains to the home care services provided by Palmetto Breathing Solutions.
- Report unexpected changes in your condition to the physician responsible for the management of your care while receiving home care services.
- Express any concerns about your understanding of the course of treatment or your ability to comply with instructions regarding your treatment or use of equipment.
- Notify Palmetto Breathing Solutions if you determine that resuscitation procedures are not to be implemented. In the absence of such notification, Palmetto Breathing Solutions policy requires resuscitation procedures be initiated, if needed.
- Notify Palmetto Breathing Solutions of any hospitalizations, changes in your prescription pertaining to the equipment provided by Palmetto Breathing Solutions, changes in insurance, address, or physicians.
- Use rental equipment with reasonable care, not altered or modified, and ensure the equipment is returned in good condition when the need for it no longer exists. Equipment may be returned directly to Palmetto Breathing Solutions or contact Palmetto Breathing Solutions for pick up.
- Use the equipment for the purpose so indicated and in compliance with your physician's prescription. The equipment shall be kept in your possession at the address at which it was delivered unless otherwise authorized by Palmetto Breathing Solutions.
- Promptly report to Palmetto Breathing Solutions any malfunction or defect in the equipment.
- Permit authorized Palmetto Breathing Solutions employees access to all Palmetto Breathing Solutions owned equipment for the purpose of performing service, repair, replacement, or retrieval.
- Notify Palmetto Breathing Solutions if you are unable to keep a scheduled appointment.

- Accept all financial responsibility for the provision of equipment by Palmetto Breathing Solutions.
- Follow manufacturer's recommended maintenance on purchased equipment.
- Be informed of patient rights under state law to formulate an Advanced Directive.
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
- Have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality.
- Be able to identify visiting personnel members through proper identification.
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, misappropriation of patient property.
- Voice grievances/complaints regarding treatment or care, lack of respect of property or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
- Confidentiality and privacy of all information contained in the patient record and of Protected Health Information.
- Be advised on the agency's policies and procedures regarding the disclosure of clinical records.
- Choose a health care provider, including choosing an attending physician, if applicable.
- Receive appropriate care without discrimination in accordance with physician orders.
- Be informed of any financial benefits when referred to Palmetto Breathing Solutions.
- Be fully informed of one's responsibilities.