



M24U DME

Patient Bill of Rights and Responsibilities

Your Rights as a Patient

- Receive clear & complete information in advance regarding the products and services.
- Take part in creating and updating your individualized care plan.
- Give or withhold consent for services once the potential benefits and risks have been explained.
- Have your dignity, privacy, and individuality respected at all times.
- Know the identity of M24U DME team members providing your care.
- Express concerns, complaints, or suggestions about services or staff without fear of retaliation, discrimination, or interference.
- Expect timely investigation and resolution of complaints related to care, treatment, or respect of property.
- Select your preferred health care provider.
- Expect that your medical records and personal information remain private and confidential in accordance with HIPAA regulations.
- Be informed about our policies for the release of your medical information upon request or omit that line all together.
- M24U DME will not sell or release your information for any reason other than for the coordination of care.
- Receive services based on physician orders without discrimination of any kind.
- Be notified if M24U DME has a financial relationship with any organization to which you are referred.
- Be made aware of any service limitations.
- Understand your own responsibilities as a patient.

Your Responsibilities as a Patient

- Asking questions about your care plan if anything is unclear.
- Using DME equipment only as prescribed, and following instructions for safe handling, cleaning, and care.
- Protecting equipment from theft, fire, water damage, or misuse while in your possession.
- Providing accurate insurance and billing information, and paying for services or charges not covered by insurance.
- Being available at the agreed-upon times for equipment delivery, training, or follow-up, or notifying us if rescheduling is necessary.
- Immediately informing M24U DME of: Equipment failure, damage, or supply needs; Changes in your physician or prescription; Changes in insurance coverage; Changes in address or phone number (temporary or permanent); Discontinuation of equipment or services.
- Treating M24U DME property and personnel with respect and consideration.