

Patient Rights

- Receive reasonable coordination and continuity of supplies.
- Receive a timely response from Atos Medical when medical supplies are needed or requested.
- Receive information about the scope of services that the organization will provide and specific limitations on those services through admission packets and/or marketing tools.
- Be informed of customer rights under state law to formulate an advanced directive.
- Be fully informed in advance about supplies to be provided and any modifications to the Plan of Supplies/Care.
- Participate in the development and periodic revision of the Plan of Supplies/Care.
- Informed consent and refusal of supplies after the consequences of refusing supplies are fully presented.
- Be informed in advance of the charges.
- Be treated with respect, consideration and recognition of patient dignity and individuality.
- Be free from mistreatment, neglect, or mental, physical, sexual, and verbal abuse, and misappropriation of customer property
- Voice grievances or complaints of staff or supplies without restraint, interference, coercion, discrimination or reprisal.
- Have grievances/complaints regarding treatment or care or lack of respect of property investigated.
- Be advised on agency's policies and procedures regarding the disclosure of clinical records.
- Choose a health care provider, including choosing an attending physician, if applicable.
- Confidentiality and privacy of all information contained in the patient record and of Protected Health Information.
- Receive appropriate supplies in accordance with physician order.
- Be informed of any financial benefits when referred to an organization.
- Be fully informed of my responsibilities.
- Be informed of provider supply limitations.
- Be informed of anticipated outcomes of supplies and of any barriers in outcome achievement.

Patient Responsibilities

- Patient agrees to use the equipment for the purposes so indicated and in compliance with the physician's prescription.
- Patient agrees to dial 911 whenever a life-threatening emergency arises.
- Patient agrees to notify Atos Medical of any hospitalization, change in customer insurance, address, telephone number, physician or when the medical need for supplies no longer exists.
- Patient agrees to request payment of authorized Medicare or other private insurance benefits be paid directly to Atos Medical for any services furnished by Atos Medical.
- Patient agrees to accept all financial responsibility for home medical equipment furnished by Atos Medical.
- Patient agrees that Atos Medical shall not be responsible to the patient for any personal injury related to any equipment; including that caused by use or improper functioning of the equipment or by any criminal act or activity, war, riot, insurrection, fire or act of God.
- Patient understands that Atos Medical retains the right to refuse delivery of service to any patient at any time.

(Patient Responsibilities continued)

- Patient agrees to provide accurate and complete information about matters that may impact products/services provided by Atos Medical.
- Patient agrees to report any unexpected changes in condition that may impact products/services provided by Atos Medical.
- Patient agrees to show consideration and respect for the rights of Atos Medical personnel when communicating with Atos Medical representatives.
- Patient agrees to use and care for products as instructed, and not all use by others.
- Patient agrees that any legal fees resulting from a disagreement between the parties shall be borne by the unsuccessful party in any legal action taken.

When the patient is unable to make medical or other decisions, the family should be consulted for direction. Atos Medical staff members are able to discuss the Patient Bill of Rights and Responsibilities with the patient and authorized caregiver(s). Atos Medical abides by the CMS Medicare DMEPOS Supplier Standards.

Grievance Reporting

Atos Medical is committed to providing all patients with the highest level of service. I understand that should I become dissatisfied with my patient experience, I may lodge a grievance/complaint without concern of reprisal, discrimination or unreasonable interruption of service. Atos Medical is committed to investigating all grievances and providing patients with a resolution.

To place a grievance, please call +1.800.217.0025 and speak to a Customer Service representative.

Atos Medical Hours of Operation: Monday-Friday, 8:00am-5:00pm CT

I acknowledge that I have been informed of the procedure to report a grievance.

In addition to the complaint procedures listed above, if you do not receive satisfactory resolution from us, you can contact your insurance provider, or our accrediting organization, ACHC, at 1-919-785-1214, or toll-free at 855-937-2242.

If you are a Medicare beneficiary, you can contact Medicare at 1-800-633-4227. For additional contact information for applicable state and local agencies, please visit <https://www.cms.gov/medicare/health-safety-standards/quality-safety-oversight-general-information/contact-information>