

RAPID



RECOVERY, INC.
MEDICAL EQUIPMENT SERVICES, INC.

Patient Bill of Rights

As an individual receiving services from Rapid Recovery, Inc., let it be known and understood that you have the following rights:

1. To select the organization that provides your Medical Equipment.
2. To be provided with legitimate identification by any person or persons entering your residence to provide equipment for you.
3. To be provided with adequate information from which you can give your informed authorization for the commencement of service, the continuation of service, the transfer of service to another health care provider, or the termination of service.
4. To be fully informed in advance of any changes that may affect your well-being.
5. To be fully informed in advance about services and/or care to be provided, the frequency of visits, and any modification of your service or care plan.
6. To participate in the development and periodic revision of the plan of service.
7. To accept or refuse care, within the boundaries set by law, and receive professional information relative to the ramifications or consequences that will or may result due to such refusal.
8. To be advised, before care is initiated, of the extent to which payment for services may be expected from Medicare/Medicaid, insurance, or your liability for payment, billing cycles and changes in payment.
9. To have your privacy and your property respected at all times and to be treated with respect, consideration, and recognition of dignity and individuality.
10. To express concerns or grievances or recommend modifications to your home care service without fear of restraint, interference, coercion, discrimination, or reprisal.
11. To expect that all concerns, grievances, or complaints will be properly investigated.
12. To expect that all information received by this organization shall be kept confidential and shall not be released without written authorization.
13. To review the Rapid Recovery, Inc. Privacy Notice.
14. To confidentiality and privacy of all patient/client medical information or Protected Health Information.
15. To be advised on agency's privacy policies and procedures regarding the disclosure of clinical records.
16. To receive the appropriate or prescribed service in a professional manner without discrimination.
17. To be informed of any financial benefits when referred to another organization.
18. To be fully informed of your rights and responsibilities in a language you understand.
19. To be promptly informed if the prescribed care or services are not within the scope, mission, or philosophy of the organization, and therefore be provided with transfer assistance to an appropriate care or service organization.