

## PATIENT RIGHTS & RESPONSIBILITIES AGREEMENT

### RIGHTS

- To be treated fairly with courtesy and respect.
- To be free from abuse by our staff, whether mental, physical, neglectful or exploitative.
- To choose your provider or change providers if you are not satisfied.
- To receive help in finding and transferring services to another provider if dissatisfied or in the event those services are no longer provided by our organization.
- To be communicated with in a way that you can reasonably understand.
- To receive quality medications, supplies, and equipment or services regardless of race, creed, religion, sex, or payment source. Items are sent directly from our pharmacy's inventory or shipped from a contracted supplier.
- To participate in decisions regarding your care.
- To refuse medications, supplies, equipment, or services, accepting full responsibility for that refusal.
- To receive services in a timely manner, appropriate for your needs.
- To receive services from competent and qualified staff.
- To be advised of any experimental treatments and approve them before such treatments are rendered.
- To be assured of confidentiality of your medical information.
- To request and receive a detailed explanation of your bill.
- To voice your grievances or complaints or make recommendations in policies and services without discrimination or reprisal: If you are dissatisfied with our products or services, contact Conversio Health by phone Monday - Friday, 8:00a.m. – 5:00p.m. Local Time, at 1-866-239-3784 / TTY 711-866-239-3784, or in writing to 720 Aerovista Place, Ste. D, San Luis Obispo, CA 93401. You will be contacted within 5 business days from receipt of complaint or recommendation. You may also contact Medicare 24 hours a day/ 7 days a week at 1-800-MEDICARE (1-800-633-4227 / TTY 1-877-486-2048). For patient safety or quality issues, you may contact The Joint Commission, at 1-800-944-6610, available weekdays, 8:30a.m. - 5:00p.m., CST.

### RESPONSIBILITIES

- To provide, to the best of your knowledge, accurate and complete information and notify us of changes, e.g. new physician, change in insurance, change in address, no longer needing supplies or services.
- To follow the Plan of Care or prescription recommended by your physician.
- To make it known you clearly understand how to use the medications, supplies, or equipment provided.
- To care for, use as instructed, not modify, and return rental equipment in good condition. Normal wear and tear is expected.

- To pay the replacement cost of any equipment damaged, destroyed, or lost due to misuse, abuse, or neglect.
- To notify us of any supplies or equipment malfunctions or defects.
- To pay any co-payments or out-of-pocket expenses not covered by your insurance or change in insurance, except where not allowed by law.

## **OWNERSHIP**

Integrated Health Concepts, Inc., dba Conversio Health is a subsidiary of Conversio Health, LLC.

## **EQUIPMENT WARRANTY INFORMATION**

All equipment has a manufacturer's warranty. Conversio Health will repair or replace as applicable, free of charge, Medicare-covered equipment that is under warranty. An owner manual with warranty information will be provided for all equipment when the manual is available.

## **SERVICES AND AGREEMENT**

Scheduled services are provided Monday –Friday, 8am – 5pm Local Time. No delivery fee is charged for shipping medications, supplies or equipment.

Medicare capped rental and inexpensive or routinely purchased items are available to Medicare beneficiaries per Medicare Supplier Standards, which can be obtained upon request from Conversio Health or from Medicare at <http://www.palmettogba.com>.

## **REFUNDS**

Rental items are for a minimum of 30 days with no pro-rated billing. Special ordered items require a deposit and are non-refundable. Items worn next to the skin are not returnable.

Medications are not returnable per state pharmacy law. Other items must be returned within 10 days of the purchase to be eligible for a refund. Please allow 14 days for refund checks to be issued.

## **MEDICARE DURABLE MEDICAL EQUIPMENT SUPPLIER STANDARDS**

The products and/or services provided to you by Conversio Health are subject to the Supplier Standards contained in the Federal regulations shown at 42 Code of Federal Regulations Section 424.57(c). These standards concern business professional and operational matters (e.g. honoring warranties and hours of operation). The full text of these standards can be obtained at <http://www.palmettogba.com>. Click on National Supplier Clearinghouse, or a written copy may be requested from Conversio Health.