

THE RIGHTS OF PATIENTS

- Patients have the right to considerate and respectful care in a manner that maintains their personal dignity.
- Patients have the right to care, treatment and services within the capability and mission of Family Medical Supply, Inc. (FMSI) and in compliance with applicable laws and regulations.
- Patients have the right to be fully informed in advance about service/care to be provided, including the disciplines that furnish care and the frequency of visits as well as any modifications to the service/care plan.
- Patients have the right to be involved in the development and periodic revision of their service/care.
- Patients have the right to be informed of any financial benefits when referred to an organization.
- Patients have the right to informed consent and refusal of service/care or treatment after the consequences of refusing service/care or treatment are fully presented.
- Patients have the right to be informed, both orally and in writing, in advance of service/care being provided of the charges, including payment for service/care expected from third parties and any charges for which the client/patient will be responsible.
- Patients have the right to have one's property and person treated with respect, consideration, and recognition of the patient's dignity and individuality.
- Patients have the right to be able to identify visiting staff members through proper identification.
- Patients have the right to choose a health care provider.
- Patients have the right to confidentiality and privacy of all information contained in the patient record and of Protected Health Information.
- Patients have the right to be advised on FMSI's policies and procedures regarding disclosure of clinical records.
- Patients have the right to receive appropriate service/care without discrimination, in accordance with his/her physician's orders.
- Patients have the right to be fully informed of their responsibilities.
- Patients have the right to be informed of FMSI's service/care limitations.

- Patients have the right to have his or her cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected.
- Patients have the right to appoint a surrogate decision-maker, as allowed by law, when a patient cannot make decisions about his or her care, treatment and service.
- Patients have the right to essential contact information for rental equipment and options to rent or purchase equipment, when applicable.
- Patients have the right to be free from mental, physical, sexual, and verbal abuse, neglect and exploitation. Any indication of abuse by staff of FMSI shall be reported to the appropriate agency (Adult Protective Services or the Department of Human Services). Any allegation of abuse by staff of FMSI can be reported to FMSI, (as outlined below) or any of the other agencies or regulatory bodies in the state of Arkansas that are responsible for receiving reports of suspected abuse. The number is 1-800-482-8049 for reporting suspected adult/elder abuse and 1-800-482-5964 for reporting suspected child abuse.
- Patients have the right to freely voice complaints about care, treatment and services provided without fear of coercion, discrimination, reprisal or unreasonable interruption in services. Patients who have a complaint they would like to voice should contact FMSI at 1-866-326-4401. Their call will be returned as soon as possible (and in no more than five days) and, within 14 calendar days, FMSI will provide the patient with the results of the investigation and a response. Documentation of the complaint, the results of the investigation and the response provided will be maintained as part of FMSI's quality assurance process and will be available to regulatory and accredited bodies for review as necessary.
- If you are not satisfied with the results of the investigative process, you may appeal this decision directly to the Arkansas Home Health Hotline at 501-661-2614 or the Accreditation Commission for Health Care at 919-785-1214. If you prefer, you may e-mail information regarding the complaint through the Complaints/Grievances page of the ACHC web site at www.achc.org