

NORTHEAST NUTRITIONALS PATIENTS' RIGHTS AND RESPONSIBILITIES

Patient Rights

1. The patient has the right to choose their healthcare provider and supplier.
2. The patient must be fully informed of the scope of service we are to provide.
3. The patient must be informed what their rights and responsibilities are. This information can also be shared with those who have the responsibility in the care of the patient.
4. The patient has the right to participate in their healthcare decisions including their plan of care and the cost of services if applicable.
5. The patient has the right to refuse care as permitted by law, and be informed of the consequences.
6. The patient has the right to be treated in a considerate and respectful way, regardless of sex, race, religion, national origin, or source of payment.
7. The patient is to be informed of any charges for the supply or equipment they are to receive. If necessary, they will be informed of payment options available to them in order to receive supplies not covered by their insurance.
8. The patient has the right to expect that all patient information is kept confidential as required by law. They must sign a consent form before any medical information is released to any outside agency. Patient information and financial records is accessible only to those authorized personnel of the company.
9. Patients are to be given a copy of the Patient Concern Form and encouraged to use it if they have any complaints or issues with their service. They have the right to expect that their concerns will be addressed as quickly as possible.
10. The patient has the right to formulate Advance Directives (i.e. Living Will) for their medical care and have it respected to the extent of the law.
11. The patient has a right to be given information regarding the transfer of services or termination of services when requested.
12. Northeast Nutritionals staff will wear readily visible ID tags for any direct patient contact (such as delivering to the home.) Whenever possible, company clothes or hats with the NN logo will also be worn to further identify the person delivering to the patient.

Patient Responsibilities

1. The patient must remain under a physician's care while receiving services from the company
2. The patient must provide accurate and complete health information.
3. The patient must provide us with all requested insurance information and appropriate financial records.
4. The patient must follow all instructions. They must be an active and compliant participant in their Plan of Care and accept the consequences if they are not.
5. They must ask questions if there is anything they do not understand, or are concerned about their ability to follow the Plan of care.
6. The patient must maintain a safe home environment in which service can be provided. They must treat all Northeast Nutritionals' staff with respect and consideration.
7. The patient must follow instructions on the care, use, and maintenance of equipment. They must return rental equipment in good condition. They must notify Northeast Nutritionals whenever they have problems with the equipment.
8. The patient must contact their MD whenever a change in their condition is noticed.
9. The patient must notify Northeast Nutritionals if they acquire an infectious disease.
10. The patient must meet any financial commitments agreed to with Northeast Nutritionals.

YOU MUST CONTACT THE COMPANY WHEN THE FOLLOWING OCCURS:

1. You have concerns about safety
2. You change doctors
3. Your doctor changes your orders
4. You are hospitalized or enter a long-term care facility
5. You change your address or phone number
6. You change your insurance carrier
7. You are unable to keep appointments for deliveries.