



## **PATIENT BILL OF RIGHTS AND RESPONSIBILITIES**

### You have the right to:

- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care
- Receive information about the scope of services that the organization will provide and specific limitations on those services
- Participate in the development and periodic revision of the plan of care
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented
- Be informed of client/patient rights under state law to formulate an Advanced Directive, if applicable
- Choose a healthcare provider, including an attending physician, if applicable
- Have one's property and person treated with respect, consideration, and recognition of client/patient dignity and individuality
- Receive appropriate care without discrimination in accordance with physician's orders, if applicable
- Receive clear instructions in the use of all products and equipment and the treatment plan designated and ordered by your physician
- Be informed, in advance of care/service being provided and their financial responsibility
- Be fully informed of one's responsibilities
- Be able to identify visiting personnel members through proper identification
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of
- client/patient property
- Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information (PHI)
- Be advised on the agency's policies and procedures regarding the disclosure of clinical records
- Be informed of any financial benefits when referred to an organization
- Receive service without regard to race, religion, color, age, gender, handicap, sexual orientation, veteran status or lifestyle
- Know that the company does not engage in any relationships that may result in profit for the referring organization
- Know the company's liability insurance is utilized when the corporation is found to be legally liable
- Voice grievances/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/service
- without restraint, interference, coercion, discrimination, or reprisal
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated
- Express content, concern, or dissatisfaction with any aspect of care, employees, product or equipment or any company related services by calling DJO Customer Support at 1-888-225-4398 Monday - Friday 9:00am - 5:00pm Central Time or by writing to: DJO, LLC, 2900 Lake Vista Drive, Suite 200, Lewisville, TX 75067 or contact the Accreditation Commission for Health Care at 919-785-1214 or State of California Department of Consumer Affairs at 800-952-5210



Your responsibilities include the following:

- Caring for and using the device as instructed by a DJO representative
- Not modifying any equipment without the prior written consent of the Company
- Not allowing the use of any equipment by anyone other than you, the patient
- Notifying the Company promptly in the case of any equipment malfunctions and allowing a Company representative to repair or provide replacement equipment within an agreed upon timeframe
- Understanding that DJO is able to provide you with estimates only of the amount your insurance company may pay for the product
- If you are impacted by a disaster or emergency and have questions about your equipment, please contact DJO at 1-888-225-4398.
- For more information about emergency preparedness please visit <https://www.ready.gov/>
- Accepting responsibility for payment of any balance due on equipment or services supplied by DJO, LLC if your insurance carrier(s) do not pay the entire billed amount and understanding that you may be financially responsible in the event of a determination of noncoverage
- Understanding that this product is single patient use only

Product Returns: DJO accepts returns only within 14 days from the date of service. Please call 1-888-225-4398 and a Return Specialist will help you. Product exchanges are handled at the clinic within 14 days from the date of service.