

Bluegrass Bracing

Patient Bill of Rights and Responsibilities

THE PATIENT HAS THE FOLLOWING RIGHTS

1. To impartial access to medical equipment and/or services, regardless of race, national origin, religion, handicap, or source of payment.
2. To know if medical equipment or services is for purposes of experimental research and to consent prior to participation in such experimental research.
3. To not be discriminated against due to economic status or source of payment.
4. To be treated with courtesy and respect, with appreciation of his/her individual dignity, and with protection of his/her need for privacy.
5. To be given a prompt and reasonable response to any patient's question or request.
6. To know the name, function, and qualification of each supplier.
7. To be informed of the risks and alternatives of his/her prescribed equipment and/or services.
8. To refuse treatment, equipment, and/or services, except as otherwise provided by law.
9. To be provided with information and procedures to express grievances to a supplier, a health care facility, or the appropriate state licensing agency regarding alleged violations of his/her rights.
10. To be supplied, in advance of delivery of prescribed equipment, with information on reimbursement by Medicare or other insurance for medical services and treatment rendered.
11. To be provided with a reasonable estimate of services rendered, upon request (*Note: This reasonable estimate shall not preclude Bluegrass Bracing from exceeding the estimate or making additional charges based on changes in the patient's condition or equipment needs.*)
12. To both receive a copy of an itemized bill upon request and be given an explanation of charges upon request.

THE PATIENT HAS THE FOLLOWING RESPONSIBILITIES

1. To provide to the supplier, to the best of his/her knowledge, accurate and complete information pertinent to his/her need for the device being provided
2. To report to the supplier whether he/she comprehends and understands how to use his/her device safely and effectively
3. For his/her actions if he/she refuses treatment or does not follow the supplier's instructions
4. For assuring that the financial obligation of his/her service are fulfilled as promptly as possible.

For any questions, grievances
or complaints, you may
contact our business office:

Toll-Free: 1-866-266-5500