

CUSTOMER RIGHTS AND RESPONSIBILITIES

RIGHTS:

1. Choose a healthcare provider.
2. The customer has the right to understand his/her condition, the reason the equipment he/she is receiving has been ordered, and to receive education appropriate to the equipment and services provided. He/she has the right to be able to intelligently participate in decisions about his/her care.
3. The customer has the right to know who has ordered the therapy and or equipment they are receiving and who will be supplying that therapy and or equipment before he/she gives consent to receive it. He/she has the right to know the identity and credentials of the professional providing his/her medical care.
4. The customer has the right to receive service without discrimination as to race, color, religion, sex, nationality, disability, sexual orientation, or reason for illness.
5. Have one's property and person treated with respect, consideration, and recognition of customer dignity and individuality.
6. Informed consent and refusal of services after the consequences of refusing services are fully presented.
7. The customer has the right to receive equipment in a timely manner. If referral to an alternate service is necessary the customer will be informed immediately and will be notified of any financial benefit to the referring company.
8. Subject to applicable law, be assured that all information concerning the customer, including personal and medical records, will be treated in a confidential manner and that they will be read only by individuals directly involved in the customer's treatment or the monitoring of its quality, and by others only on the authorization of the customer.
9. Be fully informed of, prior to or at the time of service, all items and services available and furnished by Bump Benefits and any financial responsibilities for such items and services if the services are not covered by Medicare, Medicaid, or third party payer. The customer has the right to receive a reasonably clear and understandable statement of services rendered, and upon request, to have the charges explained.
10. Voice grievances/complaints or recommend changes in policy, staff or service without restraint, interference, coercion, discrimination, or reprisal. Have grievances/complaints regarding service that is (or fails to be) furnished, or lack of respect of property investigated.
11. The customer has the right to know how to contact his/her equipment company afterhours or in an emergency.

RESPONSIBILITIES:

1. Follow the treatment plan recommended by his/her physician.
2. The customer has a responsibility to follow the rules and regulations of the company that is providing equipment/care.
3. It is the customer's responsibility to provide accurate and complete information about his/her condition and changes in his/her condition. It is the customer's responsibility to notify the supplier when he/she changes physicians, insurance, is admitted to a hospital, changes his/her telephone number, or anticipates a move of the equipment to any address other than where it was delivered.
4. The customer is responsible for utilizing the rental equipment only for the purpose for which it is intended. It is the customer's responsibility to follow the instructions of the doctor/therapist/company representative. It is his/her responsibility to be honest about his/her understanding of the

equipment/therapy. The company takes no responsibility for situations occurring due to misuse or lack of compliance.

5. The customer is responsible for the care and maintenance of rental equipment. The customer will not modify or alter the equipment in any way. The customer agrees to give access to representatives of the equipment company for purposes of maintenance, operational checks, repair, replacement, and pick up. He/she will contact Bump Benefits immediately if he/she perceives the equipment to be unsafe or malfunctioning.
6. The customer has the right to refuse service however; full responsibility lies with the customer for anything that may happen due to refusing service.
7. Fulfill all financial obligations as promptly as possible.
8. The customer has the responsibility to be respectful and considerate to those providing them with care.

PATIENT HOME SAFETY

INFECTION CONTROL

Older adults, person with chronic illnesses, persons using catheters or other invasive medical devices, and in home caregivers are all particularly at risk from infections.

- Infections are caused by viruses, bacteria, fungi and parasites. These germs need a way to spread and they need a place to live. You prevent infections by stopping the spread of these germs at every opportunity.
- Simple soap and water are two of your best weapons against germs. Wash your hands often especially before food preparation, handling soiled garments, bed cloths, dressings or diapers. Use lots of warm water and liquid soap, wash up to your wrists, and lather for at least 15 seconds. If you use cloth towels, change them frequently.
- When cleaning around the house, chlorine bleach is an excellent disinfectant. Protect your hands with rubber gloves and replace gloves when they show wear.
- Don't use the same sponges for the bathroom and kitchen; each room should have its own. Paper towels are safer than cloth.
- Bathtubs and showers deserve the same cleaning attention as toilets. Use regular disinfecting with a bleach and water solution.
- Clean up any spilled body substances immediately, wearing latex or rubber gloves and using paper towels. Wipe up the spill, clean the area with soap and water, then disinfect it with bleach and water solution. After about 10 minutes, wipe the area dry with fresh paper towels. Dispose of the body substances and used cleaning materials in a sealed plastic bag.

PRECAUTIONS AND WARNING SIGNS

People who already have medical conditions for which they are receiving home health care are especially at risk for infections. They should take special precautions and be aware of infection warning signs so they can stop infections before they become serious.

The most common warning signs of lung infections are: Increased shortness of breath, increased coughing or wheezing, a change in the color, amount or texture of sputum, fever of chills, loss of appetite, overnight weight gain, and swollen ankles.

- Contact your physician immediately if any of these warning signs appear.
- Immunizations are important protection against illnesses like flu and pneumonia. Ask your physician if you are due for a flu shot or other protection.
- Home health care patients should limit their contact with animals, and especially avoid contact with pet wastes like used cat litter, fish tank water, and bird droppings.

SLIP AND FALL PREVENTION

The key to home safety is anticipating situations that can cause accidents and solving them before problems occur. Here are some simple suggestions for making common slip and fall accidents less likely.

- Replace burned-out light bulbs and repair any broken light switches, especially at the top and bottom of staircases. Keep those areas especially well lit.
- Keep area rugs in place with tacks, carpet tape or rubber pads. In the kitchen and bathroom, it is probably safer to just remove them. Check wall-to-wall carpets for any loose edges around doorways or elsewhere and secure those as well.
- Check rooms for easy and direct access, and rearrange the furniture if necessary. Remove obstacles and avoid clutter on the floor. Put all toys, clothes and books away after use. Keep lamp and appliance cords against the wall and /or tape them in place.
- Install grab bars in the bathroom, especially near the toilet and tub. Consider using a toilet extension seat, a bath bench and a hand held shower head to help prevent falls.

FIRE PREVENTION

A fire in the home is one of the worst tragedies a family can experience, but most home fires can be avoided if you take a few simple precautions.

- Have at least one smoke detector on every level or floor of your home. Test them at least once a month. Read and follow the manufacturer's maintenance instructions.
- Examine the cords on your lamps, appliances and other electrical devices, as well as all extension cords. Discard any that are frayed, worn or damaged. Extension cords should be avoided. If used, they must have the proper rating for the use. Don't use multi-plugs.
- Considering replacing old two-prong outlets with safer, grounded three-prong outlets. Make sure your electrical circuits have enough power for the equipment you are using now or plan to use in the future. You may need to consult an electrician about this.
- Consider quitting smoking and encourage all other household members to quit too, for both the health and fire safety benefits. If they must smoke, they should never smoke in bed or when feeling drowsy and they must not smoke in any room where oxygen is being used. Ashtrays should be large and deep, and smoking materials should be thoroughly extinguished before being discarded.
- Many home health care patients will have special needs in the event of an emergency such as power outage, household on fire hurricane, tornado or other natural disaster. Be safe by preparing for those needs now.
 - Prepare a home escape plan with at least two different escape routes from each room. Pick a place outside your home where everyone will meet. That way you know immediately who is safe and who may still need help. Practice your escape plan at least twice a year.
 - Keep a flashlight by your bed to illuminate your escape route and keep a whistle or other noise maker there to alert other household members.
 - Have a telephone close to your bed. Keep a list of emergency members close to every telephone.
 - In a power outage, you will need a flashlight, battery-powered radio, and a back-up for your medical devices such as a ventilator or oxygen concentrator.
 - If you use an oxygen system or any other essential medical equipment that is powered by electricity, register with your local electric utility as a "priority" electricity user.
 - Register with your fire department for quick emergency assistance.