



Patient Bill of Rights

1. To select those who provide you with home care services.
2. To be provided with proper identification by any persons who enter your residence to provide home care for you.
3. To receive appropriate and professional quality services without discrimination against your race, color, creed, religion, sex, national origin, sexual orientation, or handicap.
4. To be promptly informed if the prescribed care or services are not within the scope of Russell Medical, and therefore be provided with transfer assistance to an appropriate care or service organization.
5. To be treated with dignity and respect.
6. To have your privacy and your property respected at all times.
7. To assist in the development and planning of your health care program designed to satisfy your current needs as well as possible.
8. To be provided with adequate information from which you can give your informed consent for the commencement of service, the continuation of service, the transfer of services to another health care provider, or the termination of service.
9. To express concerns or grievances or recommend modifications to your home care service without fear of discrimination or reprisal.
10. To refuse care, within the boundaries set by law and receive professional information relative to the ramifications or consequences that will or may result due to such refusal.
11. To request and receive data regarding your services privately and with confidentiality.
12. To formulate and have honored by all health care personnel an advance directive such as a Living Will, Durable Power of Attorney for Health Care or a Do Not Resuscitate Order.
13. To expect that all information received by Russell Medical shall be kept confidential and shall not be released without written consent.
14. To be involved, as appropriate, in discussions and resolutions of conflicts and ethical issues relative to your care.

Policy on Advance Directives and Life Sustaining Action

We understand the formation of Advance Directives and/or Living Wills are part of your rights as a patient. We at Russell Medical do not assist in the formation of advance directives. We advise you to contact your physician, attorney or clergy. We will honor those directives, which have been provided to us by you or your physician to the best of our ability. Our staff will call 911 for emergency assistance. Due to moral and ethical preferences of the staff, we will not remove life support equipment from a patient. If you have any questions please call and discuss it with one of our staff members.

Patient/Customer Responsibilities

1. Provide complete and accurate information concerning your past/present health, medication, allergies, etc. when appropriate to Russell Medical.
2. Notify Russell Medical if you have a change of physicians or any changes in your insurance coverage.
3. Provide complete and accurate information concerning your past/present home medical equipment history.
4. Involve yourself, as needed and as able, in developing, carrying out and modifying your home care service plan, such as properly cleaning and storing your equipment and supplies.
5. Review Russell Medical safety materials and actively participate in maintaining a safe environment in your home.
6. Request additional assistance or information on any phase of your health care plan you do not fully understand.
7. Notify your attending physician when you feel ill or encounter any unusual physical or mental stress or sensations.
8. Notify Russell Medical prior to changing your place of residence or your telephone number.
9. Notify Russell Medical when encountering any problems with your equipment or service.
10. Notify Russell Medical if you are to be hospitalized or if your physician modifies or ceases your home care prescription.
11. Make a conscious effort to properly care for equipment supplied and to comply with all other aspects of the home health care plan developed for you.
12. Inform Russell Medical when you will not be able to keep a scheduled appointment/visit.
13. Contact Russell Medical if you acquire an infectious disease during the time you are receiving services and/or care from Russell Medical, except where exempted by law.

* Russell Medical reserves the right to terminate your services prior to your discharge for any of the following reasons:

- Failure to pay your account.
- Insurance denial of products or services.
- Failure to abide by any of the above responsibilities.
- Misuse or neglect of equipment or devices provided by Russell Medical.
- Making unreasonable demands, having unreasonable expectations or being verbally abusive to any Russell Medical staff.

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