

**WINMAR PATIENTS HAVE THE RIGHT TO:**

To be fully informed in advance about care/services to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care.

To participate in the development or revision of any plan of service or care and be informed of any care/service limitations.

To consent to, or refuse (along with consequences if treatment is refused), to any care or treatment.

To be informed both orally and in writing, in advance of any care/service, of payments that will be the responsibility of the patient.

To have one's property and person be treated with respect, consideration, and recognition of patient dignity and individuality.

To identify visiting staff members through proper identification.

To be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property.

To voice grievances/complaints regarding treatment or care, lack of respect to property or recommend changes in policy or staff, without restraint, interference, coercion, discrimination, or reprisal.

To have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.

To select and/or change their health care provider.

To confidentiality and privacy for all information in the patient record and of Protected Health information.

To be advised on policies and procedures regarding the disclosure of clinical records.

To be informed of any financial benefits when referred to an organization.

To receive appropriate care/service without discrimination in accordance with physician orders.

To be fully informed of one's responsibilities.

**WINMAR PATIENTS HAVE THE RESPONSIBILITY TO:**

To inform the supplier or physician of any complications or side effects from the treatment prescribed.

To be honest about their medical history.

To ask about anything they do not understand.

To follow health advice and medical instructions.

To report any significant changes in symptoms or failure to improve.

To provide useful feedback about services and policies.

To communicate with the company about a complaint or grievance.

To assume responsibility of any co-pays or deductibles that will not be covered by the insurance company.

To respect the suppliers medical equipment and protect it from, fire, theft, or damage.

To notify the supplier immediately of any of the following:

- a) Any failure, damage, or theft of the supplier's equipment.
- b) Any supplies needed to use the equipment.
- c) Changes in prescription from physician.
- d) Change in insurance or physician
- e) Change of address or phone number