



Patient Rights and Responsibilities

Deliveries: Please anticipate your oxygen needs for the next 3 months and place your order in advance. All delivery pricing applies to routine quarterly office hour deliveries only. Additional fees may apply on nights, weekends, and holidays.

Limited Warranty: Goods are being selected by you or are prescribed by a physician. They are not being manufactured by us, the supplier, therefore we have no express warranty on the goods being furnished beyond description of the goods contained herein. In no event shall we, the supplier, be liable for damages in connection with the consumer's use of the product. Implied warranties, including any warranty of merchantability of fitness for a particular purpose are excluded to the extent permitted by law. Some states do not allow limitations on how long an implied warranty lasts or the exclusion of limitations of incidental or consequential damages so the above may not apply to you. The warranty gives you specific legal rights and you may also have other rights which vary from state to state.

Medicare Equipment and All Payor Equipment Under Warranty: Products sold or rented by DASCO, or supplier may carry a manufacturer's warranty. DASCO or supplier will notify all beneficiaries of warranty coverage, and we will honor all warranties under applicable law. DASCO or supplier will repair or replace free of charge Medicare-covered equipment that is under warranty. Owner manuals are available online at www.godasco.com or upon request.

Return Policy: All sales are final 30 days after receipt of purchase. We cannot accept returns of any open supplies, or any items considered personal in nature.

Privacy Notice: DASCO Privacy Notice is posted at www.godasco.com or a copy is available upon request.

YOUR RIGHTS

- 1. Access to Healthcare Services**
You have the right to equal access to any medically appropriate service provided by this company without regard to race, creed, gender, age, handicap, psychosocial condition, spirituality, personal values and beliefs. You have the right to have your privacy, safety, and security respected, the right to be free of pain as a result of treatment or equipment use, and the right of being free of abuse.
- 2. Informed Consent**
We encourage you to participate in all decisions regarding your care. You have the right to complete information regarding your diagnosis and treatment plan and will not be subjected to any treatment without your voluntary competent consent. You have the right to receive this information in a manner that you can understand. If there is a language or other communication barrier, we will attempt to provide an interpreter or other communication device to assist in our mutual understanding of one another.
- 3. Refusal of Service**
You have every right to refuse treatment. However, you also have the right to be informed of the possible risks involved in such a refusal and assume responsibilities for any consequences.
- 4. Respect**
You have the right to be treated with dignity and respect and to have your cultural or ethnic preferences addressed. We also feel that you deserve to be treated courteously under all conditions and circumstances.
- 5. Customer Confidentiality**
It is our policy to maintain strict confidentiality regarding all customer information. Privacy concerning your care is a fundamental right. Your information will only be released for treatment, payment and health care operations. DASCO or supplier may record phone calls for quality assurance purposes.
- 6. Billing**
You have the right to expect care, accuracy and attention to detail when it comes to processing your bill. You have the right to be informed of charges for our services and of our policies regarding payment for services.
- 7. Continuity of Care**
You have the right to receive the required service in a timely manner. If, for some reason, we are unable to meet your needs, you will be promptly informed and referred to alternate services.
- 8. Complaints**
You have the right to voice concerns, to complain when our services do not meet your expectations and to expect a solution to your complaint or problem without discrimination, coercion, reprisal or unreasonable interruption of services. To register a complaint, please call or write *DASCO Home Medical Equipment Company, 375 N West Street, Westerville, OH 43082. Attn: Privacy Officer. 800-892-4044.* DASCO or supplier is accredited by the Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181. 630-792-6800.

9. Capped Rental Items

DASCO or supplier does accept and follow all capped rental guidelines. Medicare will pay a monthly rental fee for a period to not exceed 13 months, after which ownership of the equipment is transferred to the Medicare beneficiary. After ownership of the equipment is transferred to the Medicare beneficiary, it is the beneficiary's responsibility to arrange for any required equipment service or repair. Examples of this type of equipment include hospital beds, wheelchairs, alternating pressure pads, nebulizers, suction pumps, CPAP devices, patient lifts and trapeze bars. If an item is not available for rent, you may opt for an alternative provider. Equipment in this category can be purchased or rented; however, the total amount paid for monthly rentals cannot exceed the fee schedule purchase amount. Examples of this type of equipment include canes, walkers, crutches, commodes, and seat lift mechanisms.

YOUR RESPONSIBILITIES

1. Information

Provide DASCO or supplier with complete and accurate information regarding your health, communicable infections, insurance and demographics, DASCO or supplier is to be notified immediately of any changes or updates to the items listed.

2. Compliance

Follow the treatment plan as ordered by your physician and consent to the proposed care plan. If you do not understand the treatment plan, it is your responsibility to let us know. Insurance does not cover non-compliance and equipment not being used. Contact DASCO or supplier when equipment is no longer being used. 1-800-892-4044.

3. Equipment

You agree to use the products as instructed. Any damage to the equipment placed in your care becomes your responsibility, beyond normal wear and tear. This includes but is not limited to bug infestations, water damage, fire and theft.

4. Delivery and Service Calls

Be at home for scheduled service calls.

5. Respect

You are responsible for respecting the rights of those professionals providing your service, care and billing. Disrespectful language and actions are not tolerated.

6. In Patient

Report hospital or nursing home admissions DASCO or supplier immediately so billing may be adjusted.

7. Financial

You are responsible for:

- Payment of all co-pays, deductibles and claims not paid by your insurance company
- You will be charged a \$20.00 NSF fee for any returned check
- If your account is not paid in a timely manner further collection action including interest, late charges, credit reporting and equipment repossession may occur
- Questions regarding your insurance coverage should be directed to your insurance company.
- Questions regarding your DASCO or supplier invoice should be directed to our billing department at 855-564-9014

8. Insurance

- Medical documentation and testing are oft required for insurance coverage. It is your responsibility to respond in a timely manner to any necessary requests to avoid insurance denials and full financial burden
- Your insurance company has the right to rent or purchase the equipment. Medicare beneficiaries may have the option of choosing, depending on the equipment.
- Notify DASCO or supplier with any insurance updates, changes and terminations.

9. Unintended Consequences

- You are responsible for accepting the unintended consequences of not following safety guidelines, equipment directions or your plan of care.

Medicare Supplier Standards

The product and/or services provided to you by DASCO HME, or supplier are subject to the supplier standards contained in the Federal regulations shown at 42 Code of Federal Regulations Section 424.57©. These standards concern business professional and operational matters (e.g. honoring warranties and hours of operation). The full text of these standards can be obtained at <http://ecfr.gpoaccess.gov>. An abbreviated version may be found at www.goDASCO.com. Upon request we will furnish you with a written copy of the standards.