

**Crossroads Orthotics and Consultation, Inc.**  
**Client Bill of Rights**  
**June 1, 2011**

The following rights are granted to all Crossroads Orthotics clients when choosing us to provide the care, equipment, and/or services they need.

**Treatment Choice.** Clients have the right to choose their DME supplier, Crossroads Orthotics will offer clients considerate and respectful care while evaluating, fitting, and providing the equipment, products, or services that we provide.

**Information About Treatment.** Every client can reasonably expect to obtain, from appropriate staff, complete and current information concerning the assessment, equipment, product, or service in terms or language the client can reasonably be expected to understand.

**Right to Refuse Care.** Clients have the right to refuse care or treatment based on the information provided under "Information About Treatment."

**Respect and Nondiscrimination.** Clients have the right to considerate and respectful care from all members of the healthcare system at all times and under all circumstances. An environment of mutual respect is essential to maintain a quality healthcare system.

**Treatment Privacy.** Every client shall have the right to respectfulness and privacy as it relates to his/her treatment care program.

**Access to Emergency Services.** Clients with equipment failure, damage, or requiring immediate assistance for adjustments to their equipment can call the office during normal business hours, Monday-Friday, 8:00am-5:00pm. If you have a medical emergency, the client should contact their doctor or dial 911 for assistance. For equipment changes, modification, replacement, or repair, call 765.359.0041.

**Confidentiality of Health Information.** Clients have the right to the privacy and confidentiality of their protected health information. Use and disclosure of client information will be limited to those uses and operations. Access to the health information will be limited to those that require the information to perform the functions and responsibilities of their job.

**Complaint and Appeals.** The patient has the right to freely voice grievances and recommend changes in care or services without fear of reprisal or unreasonable interruptions of services. These complaints will be documented in the Medicare Beneficiaries Complaint Log, and completed forms will include the patient's name, address, telephone number, health insurance claim number, a summary of the complaint, the date it was received, the name of the person receiving the complaint, and a summary of actions taken to resolve the complaint.

All complaints will be handled in a professional manner. All logged complaints will be investigated, acted upon, and responded to in writing or by telephone, by a manager within a reasonable amount of time after the receipt of the complaint. If you wish to file a complaint with the compliance group, please call 765.359.0041 or send in writing to: Chrystal Frazier, 821 S Washington Crawfordsville, IN 47933

Or you may exercise your right to file a formal complaint to:

Civil complaints based on race, color, or national origin, civil rights on the basis of disability or complaints regarding the privacy of your health information may be submitted to your Regional Office as follows:

1. The complaint must be filed in writing, either on paper or electronically, by mail, fax, or e-mail;
2. Name of the healthcare or social service provider involved and describe the acts or omissions believed to have violated the applicable privacy or civil rights non-discrimination laws or regulations and
3. Must be filed within 180 days of when you knew that the act or omission complained of occurred. OCR may extend the 180 day period of you can show "good cause".

## **Patient Rights & Responsibilities**

### **Patient Rights**

1. The patient has the right to considerate and respectful service.
2. The patient has the right to obtain service without regard to race, creed, national origin, sex, age, disability, diagnosis, or religious affiliation.
3. Subject to applicable law, the patient has the right to confidentiality of all information pertaining to his/her medical equipment service. Individuals or organizations not involved in the patient's care may not have access to the information without the patient's written consent.
4. The patient has the right to make informed decisions about his/her care.
5. The patient has the right to reasonable continuity of care and service.
6. The patient has the right to voice grievances without fear of termination of service or other reprisal in the service process.

### **Patient Responsibilities**

1. The patient should promptly notify Crossroads Orthotics of any equipment failure or damage.
2. The patient is responsible for any equipment that is lost or stolen while in their possession and should promptly notify Crossroads Orthotics in such instances.
3. The patient should promptly notify Crossroads Orthotics of any changes to their address or telephone.
4. The patient should promptly notify Crossroads Orthotics of any changes concerning their physician.
5. The patient should notify Crossroads Orthotics of discontinuance of use.
6. Except where contrary to federal or state law, the patient is responsible for any equipment rental and sale charges which the patient's insurance company/companies does not pay.