



Patient Bill of Rights & Responsibilities

As a patient of Doyle Medical, LLC, you have the right to:

- Considerate and respectful service
- Obtain service without regard to race, creed, national origin, sex, age, disability, diagnosis or religious affiliation
- Confidentiality of all information pertaining to your medical equipment service. Individuals or organizations not involved in your care may not have access to your information without your written consent
- Make informed decisions about your care, including refusing care or treatment after the consequences of refusing care or treatment are fully presented
- Reasonable continuity of care and service
- Be informed, both orally and in writing, in advance of care being provided, of the charges, including payment for care/service expected from third parties and any charges for which the client/patient will be responsible
- Have grievances/complaints regarding treatment or care that is or fails to be furnished, or lack of respect of property investigated
- Voice grievances without fear of termination of service or other reprisal in the service process
- Be advised on agency's policies and procedures regarding the disclosure of clinical records
- Be fully informed of your responsibilities
- Receive information about the scope of services that Doyle Medical, LLC will provide and specific limitations on those services

As a patient of Doyle Medical, LLC, you have the responsibility to:

- Promptly notify the Home Medical Equipment Company of any equipment failure or damage
- Look after equipment in your possession and promptly notify the Home Medical Equipment Company of any instances of lost or stolen equipment
- Notify the Home Medical Equipment Company of any changes concerning:
 - Place of residence
 - Telephone number or contact information
 - Physician
 - Use or discontinuance of use
- Cover charges for equipment rental and other sales which your insurance company/companies does not pay, except where contrary to federal or state law

User Instructions:

To use your product(s) safely, please refer to packaging/product information and instructions. You may get instruction from your primary care physician. You may also contact Doyle Medical at 866.321.3508, Monday through Friday, 8:30 a.m. to 5 p.m. for other assistance.