
Mark Drug Medical Supply-Patient Bill of Rights

As an individual receiving home health care services from Mark Drug Medical Supply, let it be known and understood that you have the following rights:

1. To select those who provide you home care services.
2. To be provided with legitimate identification by any persons who enter your residence to provide home care for you.
3. To receive the appropriate or prescribed service in a professional manner without discrimination relative to your age, sex, race, religion, ethnic origin, sexual preference or physical or mental handicap.
4. To be promptly informed if the prescribed care or services are not within the scope, mission, or philosophy of Mark Drug Medical Supply, and therefore be provided with transfer assistance to a appropriate care or service organization.
5. To be dealt with and treated with friendliness, courtesy, and respect by each and every individual representing Mark Drug Medical Supply who provides treatment or services for you, and be free from neglect or abuse be it physical or mental.
6. To have your privacy and property respected at all times.
7. To assist in the development and planning of your health care program that is designed to satisfy, as best as possible, your current needs.
8. To be provided with adequate information from which you can give informed consent for the commencement of service, the continuation of service, the transfer of service to another health care provider, or the termination of service.
9. To express concerns or grievances or recommend modification to your home care services without fear of discrimination or reprisal.
10. To receive care and services within the scope of your health care plan, promptly and professionally, while being fully informed as to Mark Drug Medical Supply's policies, procedures and charges.
11. 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.
12. To request and receive data regarding services or cost thereof privately and with confidentiality.
13. To request and receive the opportunity to examine or review medical records.
14. To formulate and have honored by all health care personal an advance directive such as a Living Will or a Durable Power of Attorney for health care, or a Do Not Resuscitate order.
15. To expect that all information received by Mark Drug Medical Supply shall be kept confidential and shall not be released without consent.
16. To be notified both orally and in writing in advance of service being provided of charges including payment from third parties and any charges patients will be responsible for.
17. To have grievances /complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
18. To be informed of any financial benefits when referred to an organization.
19. To be fully informed of one's responsibilities.

Protocol for Resolving Complaints

The patient has the right to freely voice grievances and recommend changes in care or services without fear of reprisal or unreasonable interruption of service. Service, equipment, and billing complaints will be communicated to management and upper management. These complaints will be documented in the complaint log, and complete 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 the 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 manger with 5 calendar days after receipt of the complaint. If there is not satisfactory resolution of the complaint, the next level of management will be notified progressively and up to the president or owner of the company. If you would rather talk to a third party, you may call 1-800-medicare or the accreditation commission for healthcare 1919-785-1214.

*The patient will be informed of this complaint resolution protocol at the time of setup service

Responsibilities of the Patient

Mark Drug Medical Supply- 548A West Dundee Rd., Wheeling, IL 60090
847-537-8500- Fax: 847-537-9430- Emergency: 630-462-3333

You and Mark Drug Medical Supply are partners in your health care plan. To ensure the finest care possible, you must understand your role in your healthcare program. As a patient of Mark Drug Medical Supply, **you are responsible for the following:**

1. To provide complete and accurate information concerning your present health, medication, allergies and medical necessity, when appropriate to your care and/or services needed.
2. To inform Mark Drug Medical Supply, as appropriate, of your health history.
3. To involve yourself, as needed and as able, in developing, carrying out, and modifying your home care service plan, such as calling if a problem arises, properly cleaning and storing your equipment and/or supplies.
4. To review safety materials provided by the equipment manufacturer and Mark Drug Medical Supply and to actively participate in maintaining a safe environment in your home.
5. To request additional assistance or information on any phase of your healthcare plan you do not fully understand.
6. To notify your physician when you feel ill, or encounter any unusual physical or mental stress or sensation.
7. To notify Mark Drug Medical Supply when you will not be home for a scheduled delivery or visit.
8. To notify Mark Drug Medical Supply prior to changing your place of residence or telephone number.
9. To notify Mark Drug Medical Supply when encountering any problem with equipment or service at 847-537-8500.
10. To notify Mark Drug Medical Supply if you are to be hospitalized or if your physician modifies or ceases your home care plan.

Infection Control Warning

Keeping hands clean is one of the most important steps we can take to avoid getting sick and spreading germs to others. Many diseases and conditions are spread by not washing hands with soap and clean, running water. However, if soap and clean water are not accessible, as is common in many parts of the world, use soap and available water or alcohol-based products containing at least 60% alcohol to clean hands.

Tips and Instructions when washing hands with soap and water:

1. Wet your hands with clean, running water and apply soap. *Use warm water if available.*
2. Rub hands together to make a lather and scrub all surfaces.
3. Continue rubbing hands together for 20 seconds. *Need a timer? Hum the "Happy Birthday Song" from beginning to end twice.*
4. Rinse hands well under running water.
5. Dry your hands using a paper towel or air dryer. *If possible, use your paper towel to turn off the faucet.*

For more information, please visit the Center for Disease Control website at www.cdc.gov
