

CUSTOMER BILL OF RIGHTS

We believe that all customers receiving services from GENAO'S MEDICAL SUPPLY should be informed of their rights. Therefore, you are entitled to:

1. Be treated with dignity, courtesy, friendliness, and to have your personal property respected.
2. Receive reasonable coordination and continuity of services from the referring agency to home medical equipment services.
3. Receive a timely response from when home care equipment or additional information is needed or requested.
4. Be fully informed of GENAO'S MEDICAL SUPPLY policies, procedures and charges for services and equipment, including eligibility for third party reimbursement.
5. Receive an explanation of all forms you are requested to sign.
6. Receive home care equipment and services regardless of race, religion, political belief, sex, social status, age or handicap.
7. Receive proper identification from personnel providing services.
8. Participate in decisions concerning home care equipment needs, including the right to refuse service within the confines of the law.
9. Participate in decisions surrounding the formulation of advance directives (i.e., living wills) and/or the consideration of ethical issues that may arise.
10. Have all of your records (except as otherwise provided for by law or third party payer contracts) and all communications, written or oral, treated confidentially.
11. Access to all health records pertaining to you and to challenge and have your records corrected for accuracy.
12. Express dissatisfaction and suggest changes in any service without fear of coercion, discrimination, reprisal or unreasonable interruption in service.
13. Receive information on GENAO'S MEDICAL SUPPLY's mechanism for receiving, reviewing and resolving complaints or concerns.
14. Be assured that your rights are honored by all GENAO'S MEDICAL SUPPLY Staff.
15. Be informed of your responsibilities regarding home care equipment and services.

CONSUMER COMPLAINT & ABUSE HOTLINES

* In the event of a complaint which is not resolved, the client or immediate family or caregiver has a right to report complaints, abusive, neglectful, or exploitive practices.

*To report a complaint regarding the services you receive: Please call AHCA toll free 1-888-419-3456

*To report abuse, neglect, or exploitation of a disabled adult or elderly person: Please call 1-800-962-2873

*If your concerns meet the definition of an emergency situation: First call 911 then call the Abuse Hotline.

*To report Medicaid Fraud call: 1-866-966-7226

* To report Medicare Fraud call: 1-800-MEDICARE(1-800-633-4227)