

RETURN POLICY

Custom/Special Order: These items may not be returned and/or may be subject to a restocking fee.

Sanitary Items: In compliance with our infection control policy, Items that are used in bathroom or on the body may not be returned.

All Other Items: May be **returned within 5 days of purchase** along with a copy of the receipt. Items ordered by your physician may require us to notify your physician regarding non-compliance with a prescribed item. Items that are found not suited for therapeutic benefit of the prescription may be exchanged.

WARRANTY POLICY

Genao's Medical Supply will honor all manufactures' warranties for all purchased items. Genao's Medical Supply will maintain all equipment that is rented until such time as the title passes to the beneficiary, at which time all manufactures' warranties shall apply.

PATIENT RESPONSIBILITIES

Patient agrees that rental equipment will be used with reasonable care, not altered or modified, and returned in good condition (Normal wear expected) Rental equipment shall at all times remain the property of Genao's Medical Supply.

Patient agrees to promptly report to Genao's Medical Supply any malfunctions or defects in rental equipment so that repair/replacement can be arranged.

Patient agrees to provide Genao's Medical Supply access to all rental equipment for repair/replacement, maintenance and/or pickup of the equipment.

Patient agrees to inform Genao's Medical Supply if any of the following occur:

- Patient changes insurance
- Patient moves out of state
- Patient is admitted in the hospital / skilled nursing facility / assisted living
- Patient has a home health episode/ visiting nurse

PATIENT BILL OF RIGHTS

- Be treated with dignity, courtesy, friendliness, and to have your personal property respected.
- Receive reasonable coordination and continuity of services from the referring agency to home medical equipment services.
- Receive a timely response from when home care equipment or additional information is needed or requested.
- Be fully informed of GENAO'S MEDICAL SUPPLY policies, procedures and charges for services and equipment, including eligibility for third party reimbursement.
- Receive an explanation of all forms you are requested to sign.
- Receive home care equipment and services regardless of race, religion, political belief, sex, social status, age or handicap.
- Receive proper identification from personnel providing services.
- Participate in decisions concerning home care equipment needs, including the right to refuse service within the confines of the law.
- Participate in decisions surrounding the formulation of advance directives (i.e., living wills) and/or the consideration of ethical issues that may arise.
- 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.
- Access to all health records pertaining to you and to challenge and have your records corrected for accuracy.
- Express dissatisfaction and suggest changes in any service without fear of coercion, discrimination, reprisal or unreasonable interruption in service.
- Receive information on GENAO'S MEDICAL SUPPLY's mechanism for receiving, reviewing and resolving complaints or concerns.
- Be assured that your rights are honored by all GENAO'S MEDICAL SUPPLY Staff.
- 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 / Medicare Fraud call: 1-800-MEDICARE(1-800-633-4227)