



**Welcome to CPS Healthcare. We would like to thank you for giving us the opportunity to supply your home medical equipment needs. CPS is your complete homecare source for medical equipment.**

We are committed to meeting the needs of all homecare patients and hospice organizations. We want to ensure that each and every patient and their families receive the highest quality equipment, while also receiving excellent service and proper education on the equipment delivered. All of our operations are monitored to ensure that our patients receive only the highest quality service. Our commitment to excellence is exemplified by supplying state-of-the-art home medical equipment combined with the expertise of our professional staff. In addition, our personnel remain up-to-date on insurance programs in order to assist patients with the proper selection of equipment and related coverage requirements. In this package, patients will find reading materials containing very important and helpful information. Please take a moment to read these, as they will prove greatly beneficial. If you have any questions relating to any of the reading materials, please do not hesitate to contact us.

**BUSINESS HOURS:**

**Monday through Friday 9:00 am – 4:00 pm**

CPS has on-call service technicians and customer service representatives that are available 24 hours a day, 7 days a week, and who can handle emergency equipment problems or answer questions regarding the operation of a patient's equipment. Once patients have placed a call to our call center, our service technicians will return their call promptly. All patients should make sure they leave their name, telephone number with area code, and the nature of their call with our call center to ensure that our service technicians can return their call as soon as possible.

In the unlikely event that any patient has a problem with our service, please contact us at our toll-free number so that we may rectify the problem immediately.

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## 911 Policy

**Although we provide technical support 7 days a week, CPS IS NOT AN EMERGENCY SERVICE. IF AN EMERGENCY ARISES, PLEASE CALL 911 IMMEDIATELY.**

It is the policy of CPS to call 911 in the event of a patient's life-threatening medical emergency if any employee is alone with the patient during a setup, delivery, or during service call.

Should this be against the patient's wishes, the patient may choose another equipment provider.

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## Patient's Rights

Patients shall have rights, which include, but are not limited to, the following:

1. The patient has the right to be treated with dignity, autonomy, courtesy, friendliness and to have personal property respected.
2. The patient has the right to be involved in the provision of his or her own care and services.
3. The patient has the right to receive verbal notice from CPS pertaining to the type of Home Medical Equipment (HME) prescribed by the physician, prior to delivery of any HME to the patient.
4. The patient has the right to receive reasonable coordination and continuity of services from the referring agency to home medical equipment services.
5. The patient has the right to receive a timely response from CPS when home care equipment or additional information is needed or requested.

6. The patient has the right to be fully informed of CPS's policies, procedures and charges for services and equipment, including eligibility for third party reimbursement.
7. The patient has the right to receive all information and communication in a language, written and verbal, that the patient can reasonably understand, including an explanation of all forms they are requested to sign. When required by law, CPS shall provide an interpreter for the patient without charge or give the patient the option of using his/ her own interpreter such as a family member or friend as appropriate. If the patient agrees, the interpreter may also be a CPS staff member, a member of the hospital personnel or other community resource as feasible.
8. The patient has the right to choose whether or not to participate in clinical trials, research, and investigational or experimental studies. No effect on services shall be made if patient declines.
9. The patient has the right to receive home care equipment and services regardless of race, religion, political belief, sex, social status, age or handicap.
10. The patient has the right to receive proper identification from personnel providing services.
11. The patient has the right to participate in decisions concerning proposed and ongoing home care equipment needs, including the right to refuse service within the confines of the law.
12. The patient has the right to be free from neglect; exploitation; and verbal, mental, physical, and sexual abuse.
13. The patient has the right to have all their records (except as otherwise provided for by law or third-party payer contracts) and all communications, written or oral, treated confidentially.
14. The patient has the right to access to all health records pertaining to themselves and to request that CPS correct any inaccurate information.
15. The patient has the right to express dissatisfaction and suggest changes in any service without fear of coercion, discrimination, reprisal or unreasonable interruption in service.
16. The patient has the right to receive information on CPS's mechanism for receiving, reviewing, and resolving their complaints or concerns.
17. The patient has the right to be assured that all CPS Healthcare's staff honors their rights.
18. The patient has the right to be informed of their responsibilities regarding home care equipment and services.
19. The patient's right to privacy and security will be assured during the period of time CPS Healthcare is providing equipment and services.

20. CPS shall conduct its business ethically within the scope of the law in the best interest of the patients it serves.
  21. The organization addresses ethical issues to assure that all relationships with other health care providers are within the scope of all laws and regulations.
  22. All decisions regarding patient services are based on patient health care and not on financial incentives.
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## **Patient Responsibilities**

Patients shall have rights and responsibilities which include, but are not limited to, the following:

1. The patient has the responsibility to assure that rental equipment will be used with reasonable care, not altered or modified and returned in good condition (normal wear expected)
2. The patient has the responsibility to promptly report to CPS any malfunctions or defects in rental equipment so that a repair or replacement can be arranged.
3. The patient has the responsibility to provide CPS access to all rental equipment for repair, replacement, maintenance and/or pick-up of the equipment.
4. The patient has the responsibility to use the equipment for the purpose so indicated and in compliance with the physician's prescription.
5. The patient has the responsibility to notify CPS Healthcare of any hospitalizations or change in health insurance, address, telephone number, physician or when the medical need for rental equipment no longer exists. Patient agrees to keep the equipment in their possession and at the address to which it was delivered unless authorized by CPS.
6. The patient has the responsibility to notify CPS upon admission to a hospital, skilled nursing facility or whenever a physician indicates that the equipment is no longer necessary.
7. The patient has the responsibility to be responsible for any payment not paid by their insurance company, except where not allowed by law.
8. Patient has the responsibility to ask questions, follow instructions and accept the consequences if instructions are not followed.
9. The patient has the responsibility to, in the event of evacuation or relocation, take the product and notify CPS.

## Protocol for Resolving Patient Complaints

The patient has the right to freely voice grievances and recommend changes in care or service without fear of reprisal or unreasonable interruption of services. Service, equipment and billing complaints will be communicated to management. These complaints will be documented in the Quality Variance Log and completed forms will include the patient's name, address, telephone number and 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 there is no satisfactory resolution of the complaint, the next level of management will be notified.

 **In the unlikely event that you experience any problems or have any concerns regarding our equipment or service, please do not hesitate to call us.**